

Marie Detty Youth and Family Service Center, Inc.
New Directions
Client Advocate

Functional Description

Responsible to provide direct and indirect services to clients and general management of clients. Ability to communicate in a positive, non-threatening manner with all persons. The client advocate will adhere to program guidelines and work with clients daily to meet minimum requirements on service plan. Must be able to maintain an environment free of physical punishment and use redirecting techniques. Will provide crisis management for residents and non-residents and refer persons to other programs when applicable. Exercise good judgement while carrying out duties and exhibit high moral and ethical character.

Immediate Supervisor

New Directions Director

Requirements

1. Must be 21 years old.
2. BA/BS in psychology or social sciences is preferred. High school diploma/GED is required. One year of experience working with at-risk individuals and/or families or domestic violence and sexual assault victims is also preferred.
3. Demonstrate strong writing, verbal, and organizational skills.
4. Must be able to lift at least 25 lbs.
5. Must have a valid driver's license and telephone.
6. Must pass FBI background investigation.
7. Ability to communicate with and advocate on behalf of residents.
8. Ability to maintain records and confidentiality.
9. Ability to maintain a professional appearance and demeanor at all times.
10. Ability to assess situations, identify potential safety issues, and independently initiate safe interventions.
11. Must be able to attend mandatory trainings and monthly staff meetings as scheduled. The Client Advocate is required to become certified (within 90 days) in CPR/First Aid.

Responsibilities

1. Provide client intakes including completing paperwork within required time frames.
2. Provide clothing, first aid, and personal hygiene products to clients when needed.
3. Conduct daily house meetings and assist with facilitating support groups.
4. Maintain all paperwork necessary to perform duties as a client advocate, including documentation in client files, crisis logs, administrative paperwork, and all messages incoming and outgoing for clients.
5. Ensure safety and cleanliness of facility by maintaining daily room inspections, viewing security monitors, and monitoring all persons coming and going.
6. Answer the crisis line and provide crisis services.
7. Make referrals to community agencies and programs when applicable to include written documentation of such services.
8. Participate in all staff meetings and attend workshops and conferences as assigned.
9. Uphold all policies and procedures and operations manuals.
10. Assist with meal preparation when cook is unavailable.
11. Ensure shelter guidelines are followed to maintain safety and confidentiality of all residents and staff.
12. Provide transportation for clients when necessary and able to provide such service.
13. Participate in program events to educate community about DVSA & Stalking, program, and agency services.
14. Clean and sanitize client rooms following client exit and ensure room is ready for new client / family.

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15. Responsible for completing the required minimum number of training hours per year (24 hours/full-time; 12 hours/part-time).
16. Other duties as required by program needs.

Competencies

1. Understands and applies the agency policies and procedures (i.e. dress code and appearance, adherence to work schedules, completion of trainings, etc.).
2. Punctually attends meetings and trainings. Completes assigned trainings in adequate time frames and obtains the minimum number of training hours required within the calendar year.
3. Demonstrates dependability by consistently working scheduled shifts and following proper procedures when unable to work scheduled shifts.
4. Displays cultural competency by valuing the fundamental rights, dignity, and self-worth of all people including respecting age, culture, disability, ethnicity, race, religion/spirituality, gender, sexual orientation, marital status, socioeconomic status, or any basis proscribed by law.
5. Interacts with others in a professional manner and effectively navigates interpersonal differences. Maintains appropriate boundaries with supervisors, colleagues, and clients.
6. Demonstrates the ability to consult or seek supervision regarding concerns or issues and communicates effectively with colleagues and clients.
7. Displays professionalism and ability to work as part of a team.
8. Identifies potential safety issues and takes measures to reduce risks and protect clients and staff.
9. Understanding of trauma-informed services and sensitivity to the unique circumstances to survivors of domestic violence and sexual assault.
10. Shows ability to complete assigned corrections thoroughly and in a timely manner.
11. Utilizes skills to facilitate communication among residents and promotes constructive ways for coping with communal shelter living environment.

The Client Advocate will receive training and be evaluated based on each of the above competencies and responsibilities. Your signature indicates you have reviewed and understand the job description.

This is an hourly position classified as eligible for overtime according to the provisions of the Fair Labor Standards Act. Marie Detty Youth and Family Services is an at-will employer. Employment is by mutual consent of the company and employee and either may terminate the relationship at any time, with or without cause or advance notice. This job is contingent upon funding; however, availability of funding is not a guarantee of continued employment, nor does it imply any specific terms of employment.

Employee Print Name

Employee Signature

Date

Supervisor Print Name

Supervisor Signature

Date