

Position Title: **Client Advocate**
Direct Supervisor: Shelter Program Coordinator

Full-time Position

I. GENERAL DESCRIPTION

Under the direction of the Emergency Shelter Program Coordinator, the Client Advocate will be responsible for the providing case management to victims of domestic violence and/or sexual assault as they receive services from the Women's Resource Center (WRC). The Client Advocate will support the shelter by working a non-traditional schedule with primarily evening and weekend hours and serve on the Shelter On-Call team.

II. MUTUAL RESPONSIBILITIES

- A. Complete Crisis Intervention, Emergency Advocacy, and Mandated Reporters training.
 - B. Conduct all employment related responsibilities in accordance with the Mission, Vision, and Guiding Principles of, and as directed by the Policies and Procedures of the WRC.
 - C. Ensure continuity of services by sharing On-Call and Shelter Management responsibilities as assigned.
 - D. Attend weekly or bi-weekly staff meetings as assigned and remain engaged in the larger WRC team of professionals, working both independently and collaboratively to support the success of clients and overall WRC programming.
 - E. Enter service data information in VAdata as program requires.
 - F. Meet weekly with supervisor, participating in the WRC's on-going Communications & Performance Evaluation Plan. Communicate clearly and timely issues of performance with supervisor.
 - G. Participate in day-to-day Shelter Operations to include room turnover, resident services, supply distribution, and other operations assistance as needed and assigned.
 - H. Obtain approval from direct supervisor for all assistance requested by other Program Coordinators.
 - I. Carry out other duties as assigned by direct supervisor or the Executive Director.
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III. JOB RESPONSIBILITIES

A. Direct Services

1. Provide case management to clients residing in the Emergency Shelter to navigate and access community resources, to include facilitating phone calls and required paperwork.
 2. Assist clients in identifying service providers and educate clients of their rights and responsibilities within various service systems.
 3. Assist with providing group activities (social, psychoeducational, recreational) to clients residing in shelter.
 4. Provide client transportation as appropriate and assist clients with learning the bus routes and how to use medical transportation.
 5. Complete client intakes as needed.
 6. Maintain updated lists of resources and referral contacts to be used at the hotline.
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B. Community Engagement

1. Maintain relationships with community partners to facilitate service referrals.
 2. Serve on community teams and other community groups as assigned.
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C. Grants Management

1. Review relevant workplan(s) with Program Coordinator annually.
 2. Ensure ongoing implementation and evaluation of workplan(s).
 3. Complete and submit regular grant reports as directed.
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D. Program Reporting System

1. Maintain appropriate records and statistical information.
 2. Complete client contact report and submit weekly to appropriate Night Counselor.
 3. Collect ongoing program statistics and report to Program Coordinator monthly.
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IV. QUALIFICATIONS

- A. College degree (Bachelor's degree preferred) in human services related field and related experience or minimum of five years of related experience.
 - B. Must have an understanding of the issues of sexual and domestic violence.
 - C. Ability to provide crisis intervention.
 - D. Ability to utilize computer programs including word-processing and spreadsheets.
 - E. Ability to deliver WRC services in a culturally sensitive manner.
 - F. Ability to remain patient, calm, and professional when working in crisis situations.
 - G. Ability to work some evening, weekend, and holiday hours.
 - H. Driving is an essential function of this position. Must have reliable transportation, a valid driver's license, and be insurable through the WRC's insurance policy.
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Certification of receipt of this job description

Employee Signature _____ Date _____

Supervisor Signature _____ Date _____

Executive Director Signature _____ Date _____