

**DISTRICT 7 HUMAN RESOURCES DEVELOPMENT COUNCIL
7 NORTH 31ST STREET
BILLINGS, MT**

VACANCY ANNOUNCEMENT

~EXTERNAL/INTERNAL~

POSITION: Client Advocate

PROGRAM: Pathways

WHO MAY APPLY: All Qualified Individuals

WORKSITE: 7 N 31st Street

RATE: \$14 - \$16.23 / per hour DOE

HOURS: 40 hours per week

OPENING DATE: Immediately

CLOSING DATE: Open until filled

WORK SCHEDULE: To Be Established By Supervisor

QUALIFICATIONS: See Job Description

HOW TO APPLY: Submit Completed HRDC Application Form located at www.hrdc7.org along with Current Resume and Cover Letter to:

**DISTRICT 7 HUMAN RESOURCES DEVELOPMENT COUNCIL
P.O. BOX 2016
7 North 31st Street
BILLINGS, MT 59103**

HRDC is an Equal Opportunity Employer

JOB DESCRIPTION

DISTRICT 7 HUMAN RESOURCES DEVELOPMENT COUNCIL

Functional Title: Client Advocate
Program: Pathways
Supervisor: Program Supervisor
Status: Non-exempt

JOB SUMMARY

Under the supervision of the Program Supervisor and in accordance with the direction and mission of District 7 HRDC, the Pathways Client Advocate is responsible for assisting families in becoming self-sufficient through assessing clients' strengths and needs, and assisting them in removing barriers so they may obtain job placement and job retention.

MISSION OF ORGANIZATION

Through its mission, HRDC empowers people in need through the mobilization and development of community resources by creating opportunities for success in Big Horn, Carbon, Stillwater, Sweet Grass, and Yellowstone Counties. All HRDC activities focus on 6 national goals: Self-sufficiency, community revitalization, community ownership and pride, partnerships among supporters and service providers, agencies increase their capacity, and strengthen families and communities.

ESSENTIAL DUTIES

Management and Administration:

Not applicable to this position

Financial:

Not applicable to this position

Operations:

- Conducts assessments to identify the need for intervention, provides guidance, and connects clients to available resources
- Conducts intensive case management meetings and monitors participant attendance and scheduled activities in accordance with program requirements
- Develops action plans for achieving self-sufficiency
- Assists clients in appropriate selection of work experience based on career interests and skill level
- Assists clients with paperwork pertinent to self-sufficiency needs, such as SSI, job, childcare, and housing applications
- Serves as client advocate

- Facilitates classes, program overviews, and assessments
- Participates in staff meetings, cases reviews, and supervisory coaching. Balances time spent between case management and file-maintenance as enrollment numbers change
- Collects data, and tracks participant progress, as required for each program

Compliance:

- Maintains individual case files and required, extensive and detailed documentation including applications, assessments, case notes, supportive services, and work experience as required by federal, state, and agency funding requirements
- Collects data, and tracks participant progress, as required by reporting agencies for each program

Professional Development:

- Attends professional development activities
- Participates in staff meetings, team building, technical training, and coaching

Community:

- Works closely with clients and community partners to identify resources and make appropriate referrals
- Represents HRDC at community meetings and events

Goal Setting:

- Implements agency work plans at the program level to ensure achievement of set goals

Innovation:

- Brings creative suggestions and potential solutions to direct supervisor regarding work barriers and team efficiency

Additional Knowledge, Skills and Abilities:

- Integrates knowledge of budgeting and management experience into program operations.
- Effectively **communicates** on all platforms.
- Demonstrates **dependability** and **punctuality**.
- Adheres to a consistent work schedule.
- Demonstrates **professionalism** in the workplace.
- Models an objective and non-judgmental attitude.
- Nurtures, builds, and mentors employees to build a cohesive team.

MINIMUM QUALIFICATIONS

Education and Experience:

Bachelor's degree (B.A.) in Human Services or related field, minimum of 2 years related experience, or equivalent.

Licenses and/or Certifications:

The employee will be required to drive locally and to out-lying communities. Must possess a valid Montana Driver's License, proof of personal automobile insurance and must meet insurability requirements for agency automobile insurance policy.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally move up to 25 pounds; maintain a stationary position while using a computer; frequently communicate with co-workers and members of the community on the phone, in writing and in person; needs to move about inside the office to access file cabinets, office machinery, etc.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee will be required to work at various job locations.
