

**DISTRICT 7 HUMAN RESOURCES DEVELOPMENT COUNCIL  
7 NORTH 31<sup>ST</sup> STREET  
BILLINGS, MT**

**VACANCY ANNOUNCEMENT**

**~EXTERNAL/INTERNAL~**

**POSITION:** Youth Client Advocate

**PROGRAM:** Harmony House Transitional Living

**WHO MAY APPLY:** All Qualified Individuals

**WORKSITE:** 3116 1<sup>st</sup> Avenue N

**RATE:** \$17.10 – \$18.91 /per hour DOE

**HOURS:** 40 hours per week

**OPENING DATE:** Immediately

**CLOSING DATE:** Until Filled

**WORK SCHEDULE:** M-F 8:00 – 5:00 and rotational on-call

**QUALIFICATIONS:** See Job Description

**HOW TO APPLY:** Submit Completed HRDC Application Form located at [www.hrdc7.org](http://www.hrdc7.org) along with Current Resume and Cover Letter to:

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

HRDC is an Equal Opportunity Employer



## **JOB DESCRIPTION**

### **DISTRICT 7 HUMAN RESOURCES DEVELOPMENT COUNCIL**

<b>Job Description Title:</b> Client Advocate	<b>Department/Program:</b> Harmony House Transitional Living Program
<b>Reports To (Title):</b> Program Director	<b>FLSA Status:</b> Non-Exempt
<b>Supervisory Position:</b> No	<b>Position Status:</b> Full-Time
<b>Prepared By:</b> Human Resources	<b>Revision Date:</b> 3/2021

### **JOB SUMMARY**

Under the supervision of the Program Director and in accordance with the direction and mission of District 7 HRDC, the Client Advocate is delegated the responsibility for assisting Harmony House Residents in becoming self-sufficient through assessing resident's strengths and needs, assisting them to set and attain goals in order to live independently. Must be available for On-Call Emergencies for residents on a rotating basis.

### **MISSION OF THE ORGANIZATION**

Through its mission, HRDC-7 empowers people in need through the mobilization and development of community services creating opportunities for success in Big Horn, Carbon, Stillwater, Sweet Grass, and Yellowstone Counties. All HRDC-7 activities focus on 3 national goals:

- 1) Individuals and families with low incomes are stable and achieve economic security.
- 2) Communities where people with low incomes live are healthy and offered economic opportunities.
- 3) People with low incomes are engaged and active in building opportunities in communities.

### **ESSENTIAL DUTIES**

The requirements listed, are representative of the knowledge, skills, and abilities necessary to perform the essential functions of the job. To perform this job successfully, an individual must be able to carry out each task satisfactorily and perform other duties as assigned.

- Provides individual and group case management with residents.
- Completes reports, monitors client attendance and scheduled activities in accordance with program requirements.
- Collects data, and tracks client progress, as required.
- Assists residents with monthly budgeting and obtaining accounts for money management.
- Tracks Supportive Services expenditures and provide comprehensive program reports as required.
- Ensures all residents save a minimum of 30% of income used only for independent living after they exit the program.
- Screens applications for program eligibility, suitability; interviews potential residents and completes assessments with residents upon entry.
- Assists participants with connections to community resources as needed.
- Facilitates group meetings, including Life Skills meetings and house meetings/dinners.
- Advocate for residents, providing moral support, progress reports during court proceedings, family group meetings with community organizations.
- Participates in staff meetings, team building, technical training, and coaching.
- Conducts program outreach with related community agencies.
- Maintains positive communication with community service providers and coordinates connection for mainstream benefits.
- Collaborates, coordinates and maintains on-going communication with various community organizations.
- Completes special projects as assigned. Be flexible in assuming new duties and perform other duties assigned and determined to be productive and efficient for the continuing improvement of the agency.

**Additional Knowledge, Skills and Abilities:**

- Effectively **communicates** on all platforms.
- Demonstrates **dependability** and **punctuality**.
- Adheres to a consistent work schedule.
- Demonstrates **professionalism** in the workplace.
  - Maintains professional boundaries with participants;

- Must have the ability to work with low income and disadvantaged people by modeling an unbiased, non-judgmental attitude.
- Demonstrates positive and appropriate interactions with coworkers and management.
- Contributes to a harmonious and productive work environment.
- Must be a team player to ensure overall program success.
- Nurtures, builds, and mentors employees to build a cohesive team.
- Brings creative suggestions and potential solutions to direct supervisor regarding work barriers and team efficiency

## **MINIMUM QUALIFICATIONS**

### **Education and Experience:**

Bachelor's degree in Human Services or related field with two (2) years experience in case management or experience working with homeless youth in a residential setting/program; or high school diploma or equivalent and a minimum of six (6) years direct case management experience; or equivalent combination of education and experience to fully meet the minimum requirements for the position.

**Other:** Annual Criminal Background checks are required.

### **Licenses and/or Certifications:**

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 is typical of that of an office setting. The employee must occasionally move up to 25 pounds; maintain a stationary position while using a computer. Tasks will involve extended periods of time at a keyboard or work station. Employee will be required to travel and transport residents to appointment/meetings. While performing the duties of this job, the employee is exposed to outside weather conditions prevalent at the time.

The facility is a maternity group home/transitional living program. Residents may have needs in the following areas: including but not limited to physical, sexual, and/or emotional abuse, alcohol/drug use, mental health issues, and problems with family dynamics. Employee must be able to handle crises and be empathetic towards those who are often in difficult circumstances.

*The above statements are intended to describe the general nature and level of work being performed by the individual assigned this position. This job description is not intended to be an exhaustive list of all responsibilities, duties and skills of the personnel in those positions(s).*

*I have read and accept the duties and responsibilities as outlined. I have also been given the opportunity to discuss any questions or concerns regarding any or all of the above directly with my supervisor prior to signing this document. Further, I agree to notify my supervisor immediately in the event that I am unable to fulfill any or all of the duties as outlined above.*

*I understand that **HRDC-7** reserves the right to revise or change this job description as the need arises.*

*I have reviewed this job description and received a copy.*

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_