

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

VACANCY ANNOUNCEMENT

~EXTERNAL/INTERNAL~

POSITION: Client Advocate

PROGRAM: Emergency Solutions and HOPWA

WHO MAY APPLY: All Qualified Individuals

WORKSITE: 7 N 31st Street, Billings

RATE: \$18.26 - \$25.56; DOE

HOURS: 40 hours per week/some flexibility

OPENING DATE: Immediately

CLOSING DATE: 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



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DISTRICT 7 HUMAN RESOURCES DEVELOPMENT COUNCIL

Job Description Title: ESG and HOPWA Client Advocate	Department/Program: Emergency Solutions
Reports To (Title): Program Manager	FLSA Status: Non-Exempt
Supervisory Position: No	Position Status: Full-Time
Prepared By: Human Resources	Revision Date: August 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 of assisting participants in the Emergency Solutions Grant and Housing Opportunity for People with AIDS (HOPWA) Programs to become self-sufficient through assessing their strengths and needs and by connecting them with resources to assist in removing barriers.

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.

- Gather documentation from clients to determine program eligibility.
- Conduct client advocacy through weekly or bi-weekly intensive case management meetings, in person and by phone.
- Explain complex state requirements to program participants, translate those requirements into steps and action plans and assist participants in overcoming barriers.
- Maintain confidential individual case files with required, extensive and detailed documentation including applications, case notes and supportive services as required by federal, state and agency funding requirements.
- Effectively utilize state data system for all advocacy activities with participants including; completing assessments, making community resource referrals, developing goals and action plans.
- Help participants identify strengths and needs for interventions. Provide guidance to participants in needed areas and connect them to available resources.
- Help participants to access programs or resources needed to overcome barriers and assist participants to navigate resources and systems including accessing childcare, gaining transportation, getting into recovery programs, registering for training programs, applying for SSI, etc.
- Efficiently balance time developing relationships with participants/advocating for their needs and completing all data input and detailed file requirements as well as maintaining relationships with community partners.

Additional Knowledge, Skills and Abilities:

- Strong organizational, listening and communication skills, including both verbal and written are required.
- 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, while still be able to work independently as needed.
- 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:

Minimum qualifications are bachelor's degree in Human Services or related field and 1 (one) year direct experience in case management; 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 obligations of the position.

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.

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: _____