



POSITION DESCRIPTION
HUMAN RESOURCES DEVELOPMENT COUNCIL

POSITION IDENTIFICATION

Functional Job Description Title: Client Advocate	Department/Program: Pathways and SNAP E&T
Reports To (Title): Program Supervisor	FLSA Status: Non-exempt
Supervisory Position: No	Position Status: Full-time
Prepared By: Human Resources	Revision Date: May 2022

POSITION 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 SNAP and TANF clients to become self-sufficient through assessing their strengths and needs, creating employability/service plans with them, and by connecting them with resources to assist in removing barriers. This position will work with both the SNAP Employment & Training and Pathways Programs.

MISSION OF ORGANIZATION

Through its mission, HRDC 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 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 JOB FUNCTIONS

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.

- Conduct client advocacy through ongoing case management meetings.

- Explain complex state requirements to program participants, translate those requirements into steps and action plans and assist participants in overcoming barriers to compliance with state requirements.
- Maintain individual case files with required, extensive and detailed documentation including applications, assessments, case notes, supportive services and work experience 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 SMART goals and action plans in correlation with a thorough, detailed, state-mandated Employment Plan and verify activity hours for monthly benefits eligibility.
- Help participants identify strengths and needs for interventions. Provide guidance to participants in needed areas and connect them to available resources.
- Assist participants in identifying their barriers to employment. 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.
- Coach participants around budgeting. Determine the need for Supportive Services funding from the state for temporary financial assistance to overcome barriers to employment, and prepare applications for Supportive Services requests. Make referrals to financial counseling resources when appropriate.
- Assist participants to assess their work readiness, employment skills and job interests and determine appropriate program component for each participant that will aid them in overcoming work barriers, gaining work experience and acquiring employment.
- Determine on-going eligibility of each participant by closely tracking progress and compliance of all program components. Monitor activities by regularly reviewing and approving/denying participant activity verifications.
- Facilitate and be available for new participant enrollments daily.
- Efficiently balance time developing relationships with participants/advocating for their needs and completing all data input and detailed file requirements.

Additional Knowledge, Skills and Abilities:

- Strong organizational, listening and communication skills, including both verbal and written are required.
- The employee must have the ability to work with low-income and disadvantaged people with an objective, non-judgmental attitude.
- The employee must be a team player to ensure overall program success.

- Prefer knowledge of local labor market information and employer expectations.
- 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 conduct.
 - 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.
- Brings creative suggestions and potential solutions to direct supervisor regarding work barriers and team efficiency

MINIMUM QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

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 this position.

Licenses and 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 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: _____