



## **JOB DESCRIPTION**

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

<b>Job Description Title:</b> Youth E&T Client Advocate	<b>Department/Program:</b> Youth
<b>Reports To (Title):</b> Program Manager	<b>FLSA Status:</b> Non-Exempt
<b>Supervisory Position:</b> No	<b>Position Status:</b> Full-Time
<b>Prepared By:</b> HR	<b>Revision Date:</b> 1/11/2023

### **JOB SUMMARY**

Under the supervision of the Program Supervisor and in accordance with the direction and mission of District 7 HRDC, the Client Advocate is delegated the responsibility of enrolling and placing eligible youth to participate in HRDC's Youth Employment and Training Programs and assisting Harmony House Transitional Living Program Participants in becoming self-sufficient through assessing participant's strengths and needs, assisting them to set and attain goals in order to live independently.

### **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.

- Screens applicants for program eligibility and suitability; conducts assessments to identify the need for intervention, provides guidance, and refers participants to available resources.
- Assists youth in appropriate selection of paid work experience based on career interests and skill level.
- Identify and foster relationships with community partners and local businesses to build work sites for employment and training participants.
- Works closely with job sites and youth participants to develop job skills and ensure a positive experience for the site and the youth.
- Facilitates group as well as one on one activities to address necessary life skills.
- Serves as an advocate for participants, including accompanying them to access various services in the community and navigate systems to meet their needs.
- Participates in staff meetings, cases reviews, and supervisory coaching.
- Tracks data as required by the program in agency wide and program specific data entry systems.
- Maintains individual youth case files, including applications, assessments, case notes, supportive services, and paid work experience as required by federal, state, and agency funding requirements.
- Responsible for carrying the emergency on-call phone in rotation with other Harmony House TLP staff – approximately 1 week every 4-6 weeks.
- Other duties as assigned.

**Additional Knowledge, Skills and Abilities (KSA's):**

- 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:**

Minimum qualifications are bachelor's degree in Human Services or related field and a minimum of 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. Experience in case management working with youth ages 14-24 in a residential setting/program and/or employment and training program preferred.

**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.

**Other:** Annual Criminal Background checks and Child Protective Services checks are required.

**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 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: