

**JOB DESCRIPTION**

**DISTRICT 7 HUMAN RESOURCES DEVELOPMENT COUNCIL**

|  |  |
| --- | --- |
| **Job Description Title:** Client Advocate | **Department/Program:** Harmony House Transitional Living Program |
| **Reports To (Title):** Youth Program Manager | **FLSA Status**: Non-Exempt |
| **Supervisory Position:** No | **Position Status:** Full-Time |
| **Prepared By:** Human Resources | **Revision Date:** 5/2025 |

**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 intensive case management with residents of Harmony House and clients in transitional housing through the Youth Homelessness Demonstration Project.
* 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 updates as required.
* 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 including helping Harmony House clients apply and achieve TANF upon entry into Harmony House.
* Facilitates group meetings, including Life Skills meetings and house meetings/dinners.
* Advocate for residents, assist in referrals, providing guidance/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 and all counties served.
* Participates in the bi-weekly Continuum of Care call for homeless youth referrals and updates. After training and job shadowing provide homeless assessments to youth as needed.
* Collaborates, coordinates and maintains on-going communication with various community organizations.
* Participates in on-call hours in conjunction with the Youth Program Manager.
* 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.

