

ERIE UNITED METHODIST ALLIANCE INC.

POSITION TITLE: Client Advocate

BASIC JOB FUNCTION: Maintain a supportive, safe environment for individuals under EUMA care by interacting with program participants and ensuring implementation of the program specific schedules, policies, and procedures. Provide encouragement and support for specific goals in accordance with the mission of EUMA.

REPORTS TO: Program Supervisor

WORK HOURS: Full-time / Part-time / As needed

RESPONSIBILITIES:

- Maintain/encourage positive attitude and interaction among staff and program participants
- Maintain the efficiency and cleanliness of the staff office.
- Assist with the monthly Second Harvest Food Bank order and food inventory
- Ensure all resident files are up to date and organized with all required information
- Reinforce case management goals of all residents by documenting discussions and observation in the shift log and participant case file
- Conduct facility tours at the direction of Program Supervisor
- Maintain professional boundaries with the program participants at all times
- Complete needed work to accomplish room/apartment turnover as quickly and efficiently as possible
- Responsible for the safety and security of all program participants, staff and volunteers during shift
- Present a welcoming, helpful response to those seeking assistance or residency
- Conduct client intakes at direction of Program Supervisor
- Maintain and enforce the rules of the facility
- Enforce Zero Tolerance through observation and random urinalysis and breathalyzer testing
- Conduct Life Skills groups or trainings as assigned or needed
- Maintain medication logs in accordance with federal, state, and local procedures
- Enforce the security and accessibility of all entrances and exits
- Ensure that the building and grounds are maintained in a clean, orderly, safe condition
- Issue supplies to residents when needed and maintain appropriate records in HMIS
- Receive and record donations correctly and consistently
- Perform all daily record keeping using appropriate forms, computer programs, etc.
- Coordinate and interact with outside agencies meeting with program participants during shift
- Maintain ongoing awareness of program specific rules and the needs of program participants through regular review and entries to the shift log, staff communications and meetings, as well as, input from our community partners
- Maintain awareness of crisis intervention techniques and be prepared to handle appropriately and participate in staff training exercises

CLIENT ADVOCATE JOB DESCRIPTION

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- Maintain strict confidentiality regarding all program participants, staff information, facility records, and EUMA organizational issues
- Attend all EUMA staff meetings, in-service meetings and trainings as required
- Secure, safeguard, and protect EUMA property, equipment, and supplies
- Advocate for the homeless at every opportunity in day-to-day performance of job duties
- Perform other duties as assigned or required by the Executive Director, Program Supervisor, or community partners

QUALIFICATIONS:

- Commitment to the Erie United Methodist Alliance mission and core values
- Knowledge of community resources
- Must have or be able to obtain Acts 33/34 clearances

SKILLS NEEDED:

- Good inter-personal skills
- Computer knowledge of Microsoft Office and database management
- Maturity, good judgment, flexibility and a positive attitude
- Ability to multi-task and shift gears quickly, good organizational skills
- Ability to respond effectively to crisis situations
- Ability to communicate effectively, both verbally and written
- Sensitivity to poverty issues and cultural differences
- Ability to work comfortably with people of diverse backgrounds and unusual lifestyles in a non-judgmental manner
- Ability to interact professionally with staff, program participants and other members of community
- Ability to maintain professional boundaries and confidentiality with staff and program participants
- Initiative, ability to work independently under little or no supervision with a highly developed sense of responsibility

Employee signature

Date

Program Director signature

Date

CLIENT ADVOCATE JOB DESCRIPTION