



**ERIE UNITED METHODIST ALLIANCE, INC.  
JOB DESCRIPTION**

**POSITION TITLE:** EUMA's The Refuge Client Advocate

**BASIC JOB FUNCTION:** Helping residents at EUMA's The Refuge move from homeless to a permanent home of their own by maintaining a supportive, safe environment for the clients in shelter by interacting with residents and assuring the schedule, policies, and client goals are carried out.

**COMPENSATION:** \$10.50 - \$10.75

**REPORTS TO:** EUMA's The Refuge Program Supervisor

**WORK HOURS:** EUMA seeks minimally 16 hours/week and up to 40 hours/week. Full time hires are eligible for health, dental, vision benefits or cash waiver. 2<sup>nd</sup> and/or 3<sup>rd</sup> shift available week days and weekends.

**RESPONSIBILITIES:**

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

- Provides homeless shelter based case management services in the areas of, but not limited to: independent living skills, housing stabilization, money management, community integration, employment linkage, benefits establishment, linkage to community providers for substance abuse, primary and mental health care, and all other services needed to assist clients in reaching their housing plan goals;
- Provides case management and service coordination services designed to assist clients in obtaining and maintaining stable housing;
- Develops individualized housing plan in collaboration with client addressing short term and mid-term goals;
- Provide on-going case management support to assess progress and ensure housing plan outcomes are met or changed as needed;

- Ensure the health and safety of all residents reporting any incident that jeopardizes this commitment;
- Conduct crisis and risk assessments in consultation with supervisor/team;
- Enlist crisis intervention techniques focused on enhancing the clients' ability to independently problem solve, utilize effective coping skills, and manage and self-coordinate own care;
- Ensure rules of the shelter are maintained;
- Ensure all facility entrances are secured and residents in shelter by curfew;
- Ensure that shelter building and grounds are maintained in a clean, orderly, safe condition;
- Issue supplies to residents when needed and maintain appropriate records;
- Maintain strict confidentiality regarding all residents/clients, staff information, records, and EUMA organizational issues;
- Attend EUMA all-staff meetings, in-services and/or trainings as required;
- Secure, safeguard, and protect EUMA property, equipment, and supplies
- Perform hourly walk through house and EUMA's The Refuge campus;
- Utilize evidence based practices in service delivery such as intensive case management, Motivational Interviewing, Harm Reduction, Critical Time Intervention and Housing First practices; and
- Periodic room cleaning and room preparation to welcome new clients.
- Perform other duties as assigned by Program Director and/or Shelter Supervisor.

## **DOCUMENTATION**

- Maintain documentation standards as set forth by the Emergency Solutions Grant contract and EUMA policies;
- Complete progress notes on every face to face/telephone contact with client or collateral contact by the next business day at 6:00 PM;
- Conduct comprehensive assessments of potential participants;
- Develop individualized housing and service plans (IHSP) for each participant based on elements from the comprehensive assessment;
- Collect all necessary documentation needed to support assistance provided;
- For all shelter residents aid in securing permanent housing options as able/directed;
- Collaboratively work with EUMA's Rapid Re-Housing Specialists and other community permanent housing providers to secure permanent housing and rent assistance for clients;
- Collect and document all cash and cash equivalent and gifts in-kind and take all cash and/or cash equivalents to the EUMA Administration office;
- Record entries in daily log on an hourly basis.
- Read previous shift log updates and update shift log including census before completing shift;
- Provide case management services which include, but are not limited to, the following:
  - Providing appropriate resources, tools, and guidance to assist participants in achieving their housing plan goals;
  - Making referrals for services and following up to ensure that the referrals were completed; and tracking and documenting participant progress;

- Work closely with other agency programs or departments to maximize participant outcomes, program goals and agency mission; ie, work collaboratively with EUMA's Rapid Re-Housing team, Rainbow Connection Thrift Store, Veterans' Affairs Manager, and local One Family – One Church volunteers;
- Maintain close collaboration and communication with partner agencies for the program;
- Maintain electronic and hard copy case records; and
- Other duties as assigned.

**QUALIFICATIONS:**

- Commitment to the EUMA's mission, vision and core values
- High school diploma or GED required. At least three (3) years' experience working with at-risk populations required or equivalent;
- Understanding of and adherence to Housing First principles;
- Must have or be able to obtain Acts 33/34 clearances and FBI Fingerprinting;
- Veterans, people of color and those with lived experience are encouraged to apply.

**SKILLS NEEDED:**

- Excellent inter-personal and verbal communication skills;
- Basic computer knowledge and skills necessary;
- Maturity, good judgment, flexibility and a positive attitude;
- Ability to multi-task and shift gears quickly with good organizational skills;
- Ability to respond effectively to crisis situations;
- Understanding of and able to appropriately respond to poverty issues and cultural differences;
- Ability to work comfortably with people of diverse backgrounds and unusual lifestyles in a non-judgmental manner;
- Peer support specialists are encouraged to apply;
- Spanish speakers are encouraged to apply;
- Ability to interact professionally with staff, clients and other members of community;
- Maintaining professional boundaries and confidentiality a must;
- Initiative, ability to work independently under general supervision, with a highly developed sense of personal and professional responsibility.

**Please submit your cover letter and resume' to:  
EUMA's The Refuge, Attn.: Linnea Pickard, 1027 E. 26<sup>th</sup> St., Erie, PA 16504 or  
LPickard@EUMA-Erie.org**