



**EUMA (Erie United Methodist Alliance, Inc.)
JOB DESCRIPTION**

POSITION TITLE: Veteran Client Advocate | EUMA is seeking full and/or part-time Veteran Client Advocates at EUMA's Liberty House for Veteran men experiencing a housing crisis.

BASIC JOB FUNCTION: Responsible for making Veteran homelessness rare, brief and non-recurring in NW PA by providing direct services to Veterans experiencing a housing crisis at EUMA's transitional homeless shelter for Veteran men.

REPORTS TO: Liberty House Program Supervisor

WORK HOURS: Up to 40 hours week client advocate at EUMA's Liberty House, 3rd shift, however, if available at other times, please apply.

HOURLY RATE: \$10.00 – \$12.00/hour | EUMA offers competitive benefits packages

ESSENTIAL JOB RESPONSIBILITIES: Housed people are not homeless people. Activities for all work of the client advocate will decrease lengths of stay homeless, increase permanent housing placement and increase housing stability for residents at EUMA's Liberty House. 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 residents in reaching their housing plan goals;
- Provides case management and service coordination services designed to assist residents in obtaining and maintaining stable housing;
- 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 residents' 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/residents, 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 regular security checks throughout EUMA's Liberty House campus;
- Utilize evidence based practices in service delivery such as intensive case management, Motivational Interviewing, Harm Reduction, Critical Time Intervention and Housing First practices;
- Periodic room cleaning and room preparation to welcome new residents; and
- Perform other duties as assigned by the Director of Veteran Services and/or the Liberty House Program Supervisor.
 - Ability to work collaboratively with all stakeholders committed to client's success;
 - Those with knowledge of and practice in using critical time intervention, are trauma informed subscribe to a recovery model of rehabilitation and have worked with those who are at risk of becoming homeless are wanted;

DOCUMENTATION

- Complete progress or case notes on every face to face/telephone contact with client or collateral contact by the end of the shift;
- As directed, provide support to residents as they work to meet their individualized service plans (ISP) goals;
- Collaboratively work with EUMA's Veteran Services staff and other community permanent housing and service providers to secure permanent housing, rent assistance and other supportive services for residents;
- Collect and document all cash and cash equivalent and gifts in-kind;
- Read previous shift log updates and update shift log including census before completing shift;
- At the direction of the Director of Veteran Services and/or the Liberty House Program Supervisor, provide case management services which include, but are not limited to, the following:
 - o Providing appropriate resources, tools, and guidance to assist participants in achieving their housing plan goals;
 - o Making referrals for services and following up to ensure that the referrals were completed; and tracking and documenting participant progress;
 - o Work closely with other agency programs or departments to maximize participant outcomes, program goals and agency mission; ie, work collaboratively with EUMA's The Refuge, Rapid Re-Housing team, Rainbow Connection Thrift Store, and others;
 - o Maintain close collaboration and communication with partner agencies for the program;
 - o Maintain electronic and hard copy case records; and
 - o Other duties as assigned.

QUALIFICATIONS:

- All candidates must be committed to EUMA's mission, vision and core values;
- Certified Peer Support and/or Certified Recovery Specialists sought, but not required;
- High school diploma or GED preferred, but not required. Three years' experience working with at-risk populations or similar experience sought;
- Understand and commit to housing first principles;
- A strong candidate has a demonstrated ability to provide case management services that produce desired outcomes; and is
- Practiced in using motivational interviewing as a means to effect change – we demand little and expect much;
- Basic computer knowledge is necessary or willingness to learn;
- Must be able to pass a drug test, obtain acts 33/34 clearances and FBI fingerprinting; and
- Persons with lived experience, Veterans, and persons of color are strongly encouraged to apply.

SKILLS NEEDED:

- Excellent inter-personal and verbal communication;
- Basic computer knowledge and skills;
- Maturity, good judgment, flexibility and a positive attitude;
- Willingness to learn and apply new knowledge and skills in the work place;
- Ability to multi-task and shift gears quickly with good organizational skills;
- Ability to use training to respond quickly in crisis situations;
- Ability to work comfortably with people of diverse backgrounds and experiences in a non-judgmental manner;
- Ability to interact professionally with staff, residents and other members of the community;
- Must maintain professional boundaries and confidentiality is a must;
- Ability to work independently, under general supervision, with a highly developed sense of persona and professional responsibility.

PHYSICAL DEMANDS:

- While performing the duties of this job, the employee is regularly required to talk and hear; Candidate must be able to lift 40lbs, navigate stairs, carry food, perform cleaning tasks

Please submit your cover letter and resume' to: EUMA, HR, 1033 E. 26th St., Erie, PA 16504 or via email at: INFO@EUMA-Erie.org submit a cover letter and resume' to Info@EUMA-Erie.org.