

Job Description:

Job Title: Client Advocate/Rental Assistance

Weekly Hours: 30

Pay Rate: \$18 per hour

FLSA Status: non-exempt

Employee Type: temporary (grant funded position with a target end date of December 2021)

Paid Vacation: Yes, **Paid Sick Leave:** Yes, **Paid Personal Time Off:** Yes, **Benefits:** ECHO offers a comprehensive benefits package including medical, vision and dental and a Simple IRA plan. Eligibility for health insurance is effective the first of the month after 30 days of employment. Eligibility for the Simple IRA is after earning a minimum of \$5,000 with company match. Details provided under separate benefit plan descriptions.

Department: Client Services

Reports to: Director of Client Services

Last Revision Date: 1/11/2021

The mission of Evergreen Christian Outreach (ECHO) is to assist people in our community with their basic and urgent needs and to help them realize their potential on a path to self-sufficiency. ECHO meets this part of our mission by providing wrap-around services, healthy food, and shelter. We go beyond those basic needs and provide additional services such as counseling, referrals, and employment services.

For over 30 years ECHO has been serving members of our mountain community as a much needed and valuable resource. Recognized as a "Nonprofit of Excellence" by the Colorado Non-Profit Association in 2017, ECHO provides help to individuals who may be struggling to meet their basic and urgent needs. A client choice food bank, which serves over 350 households per month, is at the heart of the operation. In the Fall of 2020 ECHO moved into a new facility which brings together all these services into one building The ECHO Resale Shop will move into this facility in 2021.

The Rental Assistance Coordinator is a member of the ECHO Client Services team and works out of the ECHO Food Pantry. This position reports to the Director of Client Services.

Client Advocate Essential Duties/Responsibilities:

- Coordinate Cares Act rental assistance grant
- Conduct Client intakes
- Work directly with clients to determine eligibility for Cares Act rental assistance
- Collect required documentation from all grant recipients
- Data entry and creation of statistical reports
- Collaborate with community and other agencies
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- Maintain client computerized database records
- Attend team and staff meetings
- Participate in regular supervisory sessions
- Participate in off-site agency events
- Perform other duties as assigned

Job Qualifications:

- Empathetic, supportive and dedicated to helping others
- Strong conflict resolution skills

- Strong verbal communication skills
- Strong interpersonal skills; ability to develop and maintain positive and professional relationships with colleagues, volunteers, clients, community leaders, policy makers and others
- Work as a part of a collaborative team, collaborate with internal program areas, food pantry, job program
- Able to maintain strict client confidentiality
- Excellent time management skills; self-directed, organized, able to prioritize
- Comfortable in a fast-paced environment
- Able to manage shifting priorities remaining flexible and able to adapt to changing circumstances
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- Ability and willingness to accept supervision, feedback and adapt accordingly
- Understand and agree to follow all policies, procedures and protocols as set forth by EChO
- Proficient computer skills including microsoft word, powerpoint, excel, google docs, google sheets, ability to learn EChO database

Education/Work Experience:

- Bachelor's degree in social work, psychology, sociology or human services preferred
- Experience working in non-profit or previous case management experience preferred
- Knowledge of community resources helpful

Work Environment/Physical Activities:

- Fast paced and sometimes stressful work environment
- Ability to sit at a desk and work on a computer
- Smoke free, drug and alcohol free environment
- Pre-employment Criminal Background Check