

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’s services are designed to assist community members who are facing personal or economic adversity by providing a range of wrap-around services tailored to the specific needs of individuals and families. EChO’s programs include the Food Pantry, Client Services, Job Center, Evergreen Shelter and the EChO ReSale Shop. EChO serves a diverse population primarily consisting of residents of the unincorporated mountain areas of Jefferson and Clear Creek counties.

We are currently seeking a Client Advocate for the EChO Client Services Department. This position reports to the Client Services Manager. The Client Advocate role is to provide intake and comprehensive wrap-around case management services to address the immediate and long-term needs of EChO clients.

**Client Advocate Essential Duties/Responsibilities:**

* Intake
* Case management/service planning and navigation, counseling, advocacy, housing advocacy, goal setting
* Process financial assistance requests including: Energy Outreach Colorado, SNAP, rent/mortgage assistance etc.
* Coordination of Salvation Army voucher program
* Maintain information on current community resources
* Collaborate with community and governmental resources
* Work as a part of a collaborative team, collaborate with internal program areas, food pantry, job program, Resale Shop, shelter
* Attend meetings with collaborative community partners
* Maintain client computerized database records
* Maintain strict client confidentiality
* Participate in ongoing professional development
* Attend team and staff meetings
* Participate in regular supervisory sessions
* Participate in off-site agency events
* Perform other duties as assigned
* Participate in Agency committees

**Job Qualifications:**

* Empathetic, supportive and dedicated to helping others
* Strong conflict resolution skills
* Strong written and 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
* 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
* Motivated to take on additional community involvement projects and solve problems
* Ability to work as a part of a team
* 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

**Education/Work Experience:**

* Master’s degree in Social Work or related field preferred
* Bachelor’s degree in social work, psychology, sociology or human services
* Experience working in the non-profit sector and previous case management experience preferred
* Knowledge of community resources helpful
* Proficient computer skills including Microsoft Word, Powerpoint, Excel, Google Docs, Google Sheets, ability to learn EChO database

**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

EChO provides a competitive salary and benefits package, including vacation, sick and personal leave. Salary: Starting pay for this 32 hours a week non-exempt position is $33,800 per year. Due to the value the Advocate brings to the team, much of this role needs to be performed at the EChO office in Evergreen with limited remote work.

Send cover letter and resume to: amy@evergreenchristianoutreach.org