

Job Description:

Job Title: EChO Client Services Advocate

Weekly Hours: 30

Paid Vacation: Yes

Paid Sick Leave: Yes

Paid Personal Time Off: Yes

FLSA Status: Exempt

Hourly Rate: \$18

Department: Client Services

Reports to: Director of Client Services

Last Revision Date: 11/2/20

The mission of 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.

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.

The Client Services Advocate position 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:

- Intake, case management, goal setting, advocacy, information, referral and service navigation
- Service planning
- Research and 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
- Maintain client computerized database records
- Maintain strict client confidentiality
- Participate in ongoing professional development
- Data entry and creation of statistical reports
- 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 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:

- 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
- 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

Send resume and cover letter to info@evergreenchristianoutreach.org