

Client Advocate
Full-Time / NON-EXEMPT

REPORTS TO: Director of Residential Services

GENERAL DESCRIPTION

This position assists in the coordination of services at the shelter and providing advocacy to clients.

ESSENTIAL FUNCTIONS, JOB DUTIES, AND RESPONSIBILITIES

- Performs intakes on new clients.
- Provides orientation, crisis intervention, and peer counseling for clients.
- Assists clients as needed.
- Reports regularly to Program Director
- Provides accurate documentation on in a timely manner as prescribed.
- Answers hotline, providing telephone screenings, crisis intervention, information, or referral as requested.
- Assists with maintaining order and cleanliness in the shelter.
- Performs other related duties as assigned.
- Inside work environment.
- Ability to position oneself in a bending position, maintain a stationary position, ascend, and descend stairs, read, write, observe, communicate, and transport 30 pounds.
- This job description does not cover all duties and duties may change or new duties may be added at anytime, with or without notice.

EDUCATION AND TRAINING

- High school diploma or equivalent required.
- Some experience working at a social services agency and/or a group home preferred.
- Knowledge of family violence issues and dynamics preferred.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to advocate effectively for victims regarding family violence issues.
- Ability to be flexible with work schedule.
- Able to be open minded and committed to teamwork.
- Exhibit a sense of compassion toward clients with a comprehension of appropriate response to needs
- Maintain a working knowledge of community resources.
- Ability to organize workload, set priorities, and follow through tasks to completion.
- Excellent verbal and written communication skills.
- Ability to problem solve, work independently, and to provide crisis intervention when needed.
- Ability to project a positive, enthusiastic, and confident image, with strong interpersonal skills.
- Strive to achieve complete knowledge of all MCFS services.

Applications are available at Mid-Coast Family Services, 2010 N. Navarro, Suite A and can be downloaded from the MCFS website. For complete details regarding the duties of this position you may request a copy of the job description from Human Resources.

This position is open to any person meeting the minimum qualifications as outlined in the current job description on file in Human Resources.

MCFS does not discriminate on the basis of disability in the admission to, or access to, or treatment or employment in, its programs or activities. MCFS invites applicants to disclose any need for accommodation in the application process.

MCFS is a drug free, tobacco free workplace. Offers of employment with MCFS will be tentatively based on successfully completing and passing required screening.

Please contact Human Resources for further information
MCFS is an Equal Opportunity Employer.

(Revised 07.01.2019)