



Position Description

Title: Advocate		
FLSA Class: Non-Exempt	EEO Category: Service Worker	WC Class: 8861
Job Title #030002	Salary Grade:	Purchase authority: 0
Date Approved: November 14, 2017		
Revision Date: January 19, 2021	Job Class: Community Based Services	
Revision	Licensure:	

Purpose of Position

The Advocate provides advocacy and supportive services to clients in crisis and assist clients to work toward achieving self-sufficiency. Collaborates with case manager, therapist and shelter manager. Provides referral to other services as needed. This position reports to the program director or manager.

Major Duties (*Essential Element)

- Provides crisis assessment and intervention, risk assessment, safety planning and supportive services *
- Oversees crisis shelter operations to ensure; clients work together to achieve cleanliness of the shelter via staff and client chores, conflict resolution, staff and client meal preparation, adherence to policy and procedures, safety concerns are promptly addressed, facility complies with regulations and safety standards and complies with federal, state and local laws *
- Maintains confidentiality standards *
- Maintains current and accurate electronic and paper case files *
- Identifies and communicates trends via appropriate shift notes or case staffing
- Organizes and facilitates educational and/or recreational activities for clients
- Other duties as assigned for the betterment of Great Circle

Competencies

- Judgment – ability to make thoughtful decisions in a timely and confident manner
- Execution & Results – ability to adapt to change, effectively cope with the unexpected, systematically problem solve, follow-through and ensure accuracy
- Customer Focus – properly interacts with others, the ability to work independently or with a team, ethically minded
- Motivation & Work Ethic – demonstrates personal integrity by operating in an accountable, reliable, and respectful manner
- Trauma Informed – demonstrates commitment to learn and apply trauma-informed principles, as appropriate by role, and to understand impact of stress and trauma to clients, colleagues and self

Required Education and Experience

- High School Diploma or equivalent

Preferred Education and Experience

- Bachelor's degree or equivalent experience working with community members, clients regardless of income and community social services resources
- Experience working with children and families in a trauma informed environment

Qualifications

- Possesses a current, valid MO driver's license and meets the Great Circle requirements for driver's insurance
- Strong communication, interpersonal, and computer skills
- Demonstrated ability to read, write, speak, and understand the English language proficiently
- Ability to maintain absolute confidentiality in all transactions and communications
- Experience in problem resolution
- Team Building experience

Working Conditions

Office and shelter environment.

Physical Demands

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. This person must be able to sit or stand at a personal computer for a reasonable length of time typing and reading. This person must be able to see, hear, speak, walk, and sit. Must be able to use hands and fingers to handle or feel objects, tools, or controls; reach with hands and arms; stoop, kneel, crouch, or crawl. Vision abilities required for this job include close vision, distance vision, peripheral vision, depth perceptions, and the ability to adjust focus. Must be

able to regularly lift/move up to 10 pounds and occasionally lift/move up to 25 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Budget Responsibility

None

Supervisory Responsibility

None

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee printed name: _____

Employee signature: _____ Date: _____