



Job Description

Job Title:	Adult Services Advocate
Department:	Mission Impact - Transitional Services
Reports To:	Transitional Services Director
FLSA Status:	Nonexempt
Reviewed By:	Axiom HRS
Updated Date:	2/15
Approved By:	President/Executive Director
Approved Date:	2/15

JOB SUMMARY: The Advocate represents the core values and mission of the organization and provides one-on-one support for adult clients of Coburn Place.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned

1. Ensures all program services are delivered according to a voluntary service model, are in compliance with all funding source guidelines, empower all clients to achieve goals to assist them in improving wellbeing according to the adopted Full Frame Initiative's Five Domains of Wellbeing, and are provided in the spirit of Coburn Place's guiding mission, vision, and values.
2. Assesses applicants' eligibility according to Coburn Place's established criteria and provides appropriate community referrals and resources to ineligible applicants.
3. Assesses clients' barriers to safety and self-sufficiency and provides ongoing direct advocacy, education and referrals to adult clients to aid in their successful transition to safe and affordable permanent housing, independence from abuse, and long-term self-sufficiency.
4. Provides advocacy and ongoing support for clients on a daily basis and during crisis situations.
5. Ensures all adult clients receive proper intake and orientation into the program and works diligently and as a team to avoid unnecessary delays in move-in. Works with client and housing partners to establish a safe, alternate housing plan to avoid prolonged homelessness or extensive time on Coburn Place's waitlist.
6. Develops with each client an individual plan aimed at empowering each to manage trade-offs as they progress to balancing the domains of well-being in their lives. Supports clients in achieving immediate and long-term safety, emotional and social well-being, long-term self-sufficiency, and safe and sustainable permanent housing.
7. Maintains and markets the full menu of supportive services available Coburn Place to current and potential clients.
8. Ensures all required programming and outcomes, as well as client file documentation (including electronic client database) is completed accurately and in a timely manner according to standards.
9. Identifies and recommends community activities and resources outside of Coburn Place that may be beneficial to the clients and their long-term goals.
10. Identifies opportunities for volunteer, financial, and in-kind resources and communicates these prospects to the Advancement Department. Actively engages program volunteers by providing adequate supervision and job-related training. Maintains knowledge and awareness of volunteer policies and procedures.



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11. Promotes an open and supportive flow of communication within the department and among other departments to ensure the provision of seamless and holistic supportive services to all clients.
12. Maintains effective working relationships with referral organizations to ensure that occupancy goals are being met. Conducts regular outreach to ensure those that are potentially eligible are aware of Coburn Place services.
13. Promotes breaking the cycle of domestic violence and shares Coburn Place's story in the community by providing presentations at local schools, businesses and churches.
14. Engages in meetings and workshops that enhance the mission of organization.

SUPERVISORY RESPONSIBILITIES: This job has no supervisory responsibilities.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty according to the requirements of Coburn Place. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

COMPETENCIES:

Organization-related Competencies – To perform this job successfully, all employees of Coburn Place should demonstrate the following competencies;

Customer Service – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of Coburn Place above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Organizational Support – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports Coburn Place's goals and values; Benefits Coburn Place through outside activities; Supports affirmative action and respects diversity.

Oral/Written Communication – Speaks clearly and persuasively in positive or negative situations; Lists and gets clarification; Responds well to questions; Demonstrates group presentation skills and participates in meetings; Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Job-related Competencies – To perform this job successfully, employees should demonstrate the following competencies;

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.



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Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Adaptability - Adapts to changes in the work environment; Manages competing demands; changes approach or method to best fit the situation; Able to deal with frequent change, delays or unexpected events.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

EDUCATION and/or EXPERIENCE: Bachelor's Degree (B.A. /B.S.) in psychology, social work or other related field; and two plus year's related experience and/or training; or equivalent combination of education and experience is required. Previous work with domestic violence intervention, response and/or prevention in a non-for-profit environment is required.

LANGUAGE SKILLS: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS: A valid Indiana driver's license and a satisfactory MVR is required for this position. CPR and First Aid certification are required and training in bloodborne pathogens and universal precautions is required. A clear DCS history, and clear criminal and sex offender background checks is required. E-Verify is required.

OTHER SKILLS AND ABILITIES: Computer software skills required include: Microsoft Outlook, Word, Excel, PowerPoint and Adobe. Ability to operate a printer, copy machine, scanner and other office equipment is desired. Incumbent must have the ability to adapt and conform to shifting priorities and demands and execute accordingly. In addition, this position requires a general understanding of the voluntary service model, principles and practices, while paying close attention to detail is essential. Experience working with a client database model is desired.



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OTHER QUALIFICATIONS: Candidates in this job must have an understanding of and experience working with individuals in crisis situations. The ability to maintain proper boundaries with clients while having empathy for their domestic violence situation is critical. The ability to maintain rapport with a diverse group of clients, employees and service providers is essential. Candidates must also possess group facilitation skills and crisis and/or self-help counseling skills. This job may require both local and out-of-state travel. Bilingual candidates are desired.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently will stand; walk; and lift and/or move up to 25 pounds. The employee occasionally will climb or balance; stoop, kneel, crouch or crawl; and taste or smell.

Specific vision abilities required by this job include close vision (clear vision at 20 inches or less), distance vision (clear vision at 20 feet or more), color vision (ability to identify and distinguish colors), peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point), depth perception (three-dimensional vision, ability to judge distances and spatial relationships), and the ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this job, the employee occasionally is exposed to working near moving mechanical parts, the risk of electrical shock, fumes or airborne particles, toxic or caustic chemicals and outdoor weather conditions when traveling away from the office for meetings, seminars, etc. The noise level in the work environment is usually moderate.

SIGNATURES:

Incumbent's Signature

Incumbent's Printed Name Date:

Executive Director's Signature

Executive Director's Printed Name Date: