



Department: Employment & Training	Job Description
Job Description Title: Client Advocate	FLSA Status: Non-exempt
Accountable To: Department Director	Position Status: Full-time / Grade 14/ \$20.84 ph
Prepared By: ED	Revision Date: October 21, 2022

CAPNM is an Equal Opportunity and Affirmative Action Employer

Job Summary:

Responsible for intensive case management services for program clients. Monitors and counsels clients, schedules activities, manages services and ensures clients are in compliance with specific program guidelines. Protects Agency interests by adhering to established compliance standards.

Essential Duties and Responsibilities:

- Advocacy

Assist program clients in developing their negotiated goal plans while following state and federal guidelines. Assess the barriers to employment to determine specific needs of each client by conducting family screenings and assessments, assist clients in meeting specific program activities based on their ability and set goals that help clients achieve skills that promote self-sufficiency. Place clients in job search activities, monitor timesheets and reconcile activities to meet specific program guidelines. Ensure clients are in line with their agreed upon employability plans and track the outcomes.

- Client documentation

Document supportive services, referrals, client goals, communications and meetings in specific databases, and in files, when necessary. Verify all client-provided documentation and reported participation hours by reconciling cases on a monthly basis. Ensure timely notification for decisions that impact clients' benefits. Ensure that the files and the on-line databases are up-to-date and maintained in accordance with specific program guidelines.

- Develop Community Relationships

Nurture and expand collaborations to enhance the delivery of services by participating in on-going communications with local and State agencies, along with supervisor. Coordinate programmatic services with other organizations and agencies and document that participation in regular monthly reports.

- Other duties as assigned and required.

Minimum Qualifications (Experience/Education):

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, certification, licensing, experience, knowledge, skill and/or ability required.

- Associates degree and/or equivalent and one year of case management
- Experience working with people from various socio-economic and educational backgrounds
- Strong social work, psychology or human services background
- Must be able to maintain confidentiality and appropriate boundaries with clients and utilize supervision to address conflicts
- Understanding of community and state level services and programs
- Ability to effectively and professionally manage crises
- Strong personal coaching and mentoring skills
- Working knowledge of office equipment and Microsoft Office Suite
- Communication skills to establish a working alliance with clients
- Well organized
- Must possess and maintain valid Montana driver's license
- Must possess proof of and maintain personal auto insurance
- Must be insurable under CAPNM's auto liability insurance per insurance carrier's requirements

Physical Demands & Working Conditions:

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 functions.

- Continuous sitting
- Some standing, walking, bending, stooping and squatting
- Frequent keyboard use
- Repetitive movement, especially with hands and arms
- Lifting, carrying, pushing or pulling up to 25 lbs occasionally
- Normal hearing both in conversation and with a telephone
- Frequent speaking in a clear and understandable manner
- Good close, distant and peripheral vision
- Work in a clean office with moderate noise levels sometimes in confined spaces
- Work requiring frequent attention to high detail
- Frequent deadlines
- Some travel by auto with exposure to traffic in year round weather conditions
- Some travel requiring overnight stay
- Some exposure to offensive language, angry clients and threats
- Some exposure to annoying odors
- Day shift

To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential duties and responsibilities.

No description of the responsibilities and performance can fully detail those required for the position. The employee demonstrates a proven commitment to the mission of the Agency and is one from whom thoughtful recommendations and resolutions are expected.

They are discreet professionals in handling the important information to which they are entrusted.

THEY MAKE POSITIVE THINGS HAPPEN.