



JOB DESCRIPTION

POSITION TITLE: CLIENT ASSISTANCE ADVOCATE

I. JOB SUMMARY:

The Client Assistance Advocate serves clients with emergency/supplemental groceries, clothing, and information/referral services; providing a warm, nurturing, safe environment where self-esteem is enhanced and individuality respected. The Client Assistance Advocate delivers the program in accordance with the directions of the Center Director and Program Director.

EMPLOYMENT STATUS:

Part time, non-exempt: Monday – Friday; 8:30 AM – 1:30 PM (Hours might vary some days depending on training and staff meetings)

PAY RATE:

Starting at \$14.00 an hour (final compensation may vary based on experience).

II. JOB RELATIONSHIPS:

- A. Reports to Center Director (director supervisor) and Assistant Center Director
- B. Interrelationships: Clients from the community, other UCC Staff, Program Director, UCC Administration, Volunteers, and Staff from other agencies

III. EMPLOYMENT STANDARDS:

- A. Level of Education: High School diploma or GED required and current student pursuing college degree; Bachelor's Degree in Social Work or Sociology and/or related fields preferred.
- B. Level of Experience: 1 to 2 -years work related experience in working in customer service or social service preferred.
- C. Knowledge and skills:
 - a. Ability to work with people from various socio-economic and cultural backgrounds, treating each with dignity and respect.
 - b. Ability to work under pressure in a stressful environment.
 - c. Ability to create an atmosphere of acceptance and respect.
 - d. Possess a valid Texas Driver's License, auto liability insurance and a clean driving record.

- e. Ability to drive a 15-passenger van
- f. Ability to lift over 25 pounds, ability to bend and lift, stand on feet for more than an hour at time and the ability to sit for long periods of time as well.
- g. Ability to think quickly and be creative.
- h. Ability to defuse angry or upset clients using empathy and listening skills, deferring to Center Director when necessary.
- i. Assist in maintaining a clean and safe environment.
- j. Ability to keep client information confidential and ensure all forms with client information is kept confidential.
- k. Ability to prepare reports accurately and in a timely manner.
- l. Ability to carry through program implementation as directed.
- m. Ability to treat all people be it clients, students, families, staff, contractors and volunteers with dignity and respect.
- n. Posses effective written and verbal communication skills.
- o. Understanding of computers and how to work certain computer software, excel, word, outlook and ability and wiliness to learn UCC's computer software for Client Assistance and Advocacy (new staff will be trained on this)

IV. RESPONSIBILITIES AND DUTIES:

- A. Be timely for work in adherence to schedule set by Center Director and UCC Operations.
- B. Carry out daily activities and schedule in accordance with guidance of Client Assistant Advocates.
- C. Help ensure the safety of all clients and students in building.
- D. Work as a team with all Center staff, covering where needed.
- E. Treat all children / youth / clients / staff / families with respect.
- F. Ask for help from Center Director and Assistant Center Director when needed.
- G. Report any programming problems encountered to Center Director and Program Director, as appropriate.
- H. Report any unresolved problems to Program Director who will meet with worker and supervisor to resolve issues.
- I. Maintain records and reports as directed by COO and Program Director.
- J. Refers clients that need could benefit from additional support to the Center Director for follow-up.
- K. Keep work area clean and welcoming.
- L. Observes all UCC agency and program policies and procedures.
- M. Follows verbal instruction for program procedures.
- N. Continually strives to improve work performance.
- O. Always strives to improve services to clients.
- P. Attends all staff meetings as scheduled, unless has a pre-approved by supervisor.
- Q. Be a good steward of time and resources entrusted.
- R. Demonstrates good judgment – strives to do the right thing.
- S. Discourages gossip – seeks to resolve differences quickly, calmly and directly
- T. Maintains confidentiality of all students, families and clients.
- U. Strives to work at highest level of quality.
- V. Utilizes positive guidance when interaction with clients.

W. Ensures proper care of all equipment assigned individually or to the Center, such as cell phones, computers, telephones, copiers, printers, cameras, etc.

V. WORK ENVIRONMENT:

Agency Centers are located in inner-city neighborhoods; interaction and intervening with upset individuals and families possible. Duties will include work inside and outside, including trips to Food Bank and stocking food pantry and clothing room.

VI. JOB RELATED EQUIPMENT/MATERIALS/TOOLS USED:

Must be able to drive a van or mini-bus to transport children and youth; operate video equipment (TV, VCR, DVD, Video Camera, Photo Camera etc.), cellular phones, computers and other standard office equipment.

INTERESTED: Applications are currently being accepted, and the position will remain open until filled. Candidates from diverse backgrounds are encouraged to apply. Please send letter of interest and resume or request an application from Center Director of Interest:

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