



## **Position: Client Services Advocate**

**Position Summary:** Under the direct supervision of the Crisis Response Lead, the Client Services Advocate is responsible for providing case management for clients residing in the Open House complex and legal, law enforcement and medical advocacy, accompaniment and response services to non-residential clients accessing services through WEAVE Midtown and South.

### **Responsibilities:**

#### **Direct Services**

- Screens prospective Open House residents, conducts intakes and exit interviews
- Provides advocacy for clients in person and over the phone
- Provides case management to Open House residents and non-residential clients
- Conducts initial assessments and supports clients in development and implementation of action plans
- Maintains high visibility and availability at the WEAVE Midtown and Open House sites.
- Collaborates closely with law enforcement, medical providers, school campuses and social services
- Provides emergency response services for DV victims at designated sites and provides back-up for SART as needed
- Provides emergency transportation to Open House residents
- Provides crisis intervention counseling, advocacy, information and referrals to individuals calling the agency's 24-hour support line when other coverage of the line is not available
- Provides front desk coverage at WEAVE Midtown when needed
- Provides support and information to agency staff, as needed
- Facilitates Open House meetings, aftercare support groups and education sessions
- Maintains accurate client records and statistics in a timely manner
- Maintains close communication with other departments including Legal, Safehouse, Counseling, DVRT and SART
- Triage clients during regular triage times at WEAVE Midtown
- Assists with child care, employment readiness, housing stabilization, emotional support and other needs as identified

#### **Other Responsibilities**

- Attend and participate in agency meetings, staff meetings and in-service training
- Complete WEAVE's 70 hour training and keep current with continuing education
- Develop positive working relationships with other local organizations and agencies
- Maintain accurate and timely timesheets
- Identify and report elder abuse, child abuse and other reporting responsibilities
- Create a quarterly local resource directory for shelter residents including free classes/events
- Be familiar with legal, medical, housing, educational, and social service resources in the

community

- Be able to work a flexible schedule to provide accompaniment and case management sessions at times that clients need
- Respond to emails, phone calls and text messages in a timely manner
- Other duties as assigned

### **ADA Job Characteristics:**

Work environment is primarily in an emergency shelter/ 24-7 facility setting. Local travel (driving) is required to transport clients and attend off-site meetings. Lift and carry up to 25 pounds up to waist length, extend both arms above the head and/or reach below the waist, stoop, squat, crawl, bend the back to open lower-level filing drawers, or to retrieve stored items, climb on stools, steps and/or ladders to dust, sweep and/or mop to clean. Sit and/or stand frequently. Use fine manipulation (hands and wrist) to operate a keyboard, take notes, complete and file reports, file and copy documents. Corrected vision to normal range. Speak in normal vocal tone and range, and communicate clearly and concisely to and with others. Apply normal reasoning and detail as required in the accomplishment of job duties.

### **Qualifications:**

- MA/MS Degree in social services or related field with two years case management experience required
- Experience working with DV/SA victims
- Bilingual communication skills strongly preferred
- Crisis intervention, problem-solving and conflict resolution skills
- Excellent oral and written communication skills
- Ability to work both independently and as a team member
- Provide copy of valid California driver license, have reliable transportation, and submit current proof of vehicle insurance
- Ability to work a flexible schedule to meet client needs for accompaniment

**How to Apply:** For immediate consideration, please submit resume to [careers@weaveinc.org](mailto:careers@weaveinc.org) or fax to Human Resources at 916-443-2371. No phone calls please. For other job or volunteer opportunities at WEAVE, please see visit our website at [www.weaveinc.org](http://www.weaveinc.org).

WEAVE, Inc. is an EOE.