

# Client Advocate-Tenant Services

## Position Description



### **Purpose**

Under general direction from program supervisor (Director or Assistance Director), offers direct service to clients in accordance with agency mission and regulatory requirements.

### **Essential Functions**

1. Provides orientation to agency programs and assesses needs of clients. Enrolls or refers clients to appropriate program, agency, and/or business based on assessment and client willingness to participate.
2. Conducts educational seminars and workshops and provides individual counseling in accordance with program services. Works with client to develop case plans which include: assessment of current situation, identification of underlying problems, and an outline of steps toward the achievement of client goals.
3. Provide outreach to agencies, community organizations, schools, public entities where potential clients may be identified and offered services provided by agency. Initiates public and private contacts in order to further collaboration of services and maintain positive, efficient relationships with other agencies, businesses, and organizations.
4. Meet caseload service level performance standards so that agency conforms with guidelines for program delivery performance.
5. Enhances public relations within the community to promote program awareness and interest. Fosters the development and maintenance of good working relationships with clients, other agencies, and coworkers including housing authorities, housing-related associations, and public utilities.
6. Appears at office and/or field assignment on time and on a regular basis. Answers all communication including email, voicemail, facsimiles, and letters according to or exceeding policy standards. Normally works all required hours. Reacts to change productively and positively. Completes other essential tasks as needed.
7. Will need to obtain HUD Housing Counselor Certificate before June 1, 2021 (study materials will be provided)

### **Qualifications**

- 1 Higher education or equivalent experience in one or more of the following: education, human services, social work, or related field.
- 2 Excellent communication skills (both written and verbal). Computer literacy required.
- 3 Knowledge of specific program's guidelines and regulations.
- 4 Ability to schedule and manage large caseload.
- 5 Demonstrated ability to ensure delivery of program services, and work independent of direct supervision.