



## **Job Title: Employment Advocate**

Employment Services Program

### **Core Values**

True Heart is a children and family services agency established to provide in-home and community-based services to children, youth, and families in need of support. Established on principles of hope and encouragement, True Heart believes in the idea of transformation, healing, and recovery. As a member of the True Heart team, all team members must genuinely believe in the people we serve and be committed to excellence in all aspects of service delivery.

### **Brief Summary of the Position**

With support from the Program Director, the Employment Advocate serves as the primary support person serving adults with disabilities who are seeking competitive and integrated employment that is meaningful. This position requires a professional who is outcomes driven, detailed-oriented, committed to customer service, relationship focused and a problem solver who can bring people together.

### **Essential Functions**

- 70% **Job Development.** Serve clients in preparing for, securing, and retaining meaningful employment through a customized employment development process that is driven by the client's goals. When a client is assigned, the Employment Advocate will begin reviewing all referral documents within our case management system within the pre-determined timeframe. Once the referral documents have been reviewed, the Employment Advocate will then join the Program Director in an orientation meeting with the client and their stakeholders to introduce the program and our employment services process. Once the client's goals and an action plan are established, the Employment Advocate will begin the process of identifying prospective employment opportunities and engaging hiring managers to advocate for the client. The Employment Advocate will also be an integral part of the onboarding process in serving as a resource for both the client and the employer to best facilitate a desired match.
  
- 10% **Case Management System Utilization.** Documenting our work is a necessary and critical aspect of the employment services program. All staff are required to document engagements with or on behalf of the client into our case management system. Our case management system is the hub of our commitment to being a data driven program and the Employment Advocate must embrace a commitment to being data focused. All staff are required to document engagements with or on behalf of clients in real time (or at least within several hours) within our case management system. In addition, this

data must be documented in all monthly reports.

- 15% **Monthly Reporting.** The Employment Advocate documents engagements with or on behalf of clients in real-time within our case management system and other reporting documents. The Employment Advocate is not responsible for submitting monthly billing to our referral partners. However, this role is required to submit timely reports and necessary data to the True Heart team member responsible for organizing and submitting reports and invoices to our referral partners
- 5% **Other Assigned Duties.** As an invested member of the True Heart Family, the Employment Advocate may be asked to assist with other tasks as needed. This may include, but is not limited to assisting with community events, True Heart functions, etc.

### **Supervisory Responsibility**

None

### **Knowledge, Skills & Abilities**

- Kind & patient
- Person-centered
- Outcomes driven
- Organized and process driven
- Ability to effectively, responsibly & respectfully communicate
- Innovative thinker
- Problem solving
- Time management
- Optimistic and goal oriented

### **Minimum Education/Certifications**

High School Diploma, experience collaborating with a diverse group of stakeholders in a case management role for at least 2 years, and CPR/First Aid certified.

### **Preferred Education or Certifications**

Bachelor's degree in a related field (or commensurate experience), experience collaborating with a diverse group of stakeholders in a case management role for at least 1 year, and 2 years of experience working with individuals with disabilities, and CPR/First Aid certified.

### **Required Skills**

Proficient with Microsoft Excel and Word, ability/willingness to learn and actively utilize case management system, excellent communication skills, organized with time management skills and an ability to multi-task.

### **Background Checks**

This position requires the applicant to complete a criminal background check, and

medical clearance that will be arranged and paid for by True Heart.

**Certifications**

Certification with the Association of Community Rehabilitation Educators (ACRE) and Certified Employment Support Professional (CESP) is a plus. However, True Heart will consider strong candidates without these certifications who will be able to participate in the required trainings and earn these certifications.

**How to Apply**

To apply for this position, click [Apply](#) and be sure to include your resume and cover letter as part of the application.