

Job Announcement

Job Title	Client Advocate
Location	Colorado Springs
Compensation	\$14.43 - \$15.61 DOE PT position at 25 hrs/wk
FLSA Classification	Non Exempt
Application Deadline	Open Until Filled

Company Overview

Catholic Charities of Central Colorado, Inc. is the social service arm of the [Diocese of Colorado Springs](#). It was incorporated as a 501(c)(3) human service organization in 1968. It is currently one of over 1,600 [Catholic Charities USA](#) social service agencies in the United States.

Catholic Charities provides social services throughout a 10-county area with most of the services targeted to people living in Colorado Springs, Castle Rock, El Paso County and Douglas County. The agency is accredited by the [Council on Accreditation](#) and provides services to people of all races, backgrounds, and beliefs.

Catholic Charities *Provides Help and Creates Hope* for people who are poor and vulnerable in our area through the efforts of a wide range of programs and services.

Job Summary

To improve the life situation for Marian House and other Catholic Charities clients by screening, assessing, and coordinating needed services. To foster a welcoming atmosphere where clients are treated with dignity and respect.

Full details and employment application are available at www.CCharitiesCC.org

Qualifications

- Associates Degree in human services or comparable work experience.
- Experience with low income population and demonstrated ability to manage their needs.
- Experience with training volunteers to follow agency protocols in adherence to agency policies.

To Apply

Submit a [cover letter](#), [resume](#), and [completed employment application](#) (available at www.CCharitiesCC.org) to HR@ccharitiescc.org.

Catholic Charities of Central Colorado is an Equal Opportunity Employer

Catholic Charities of Central Colorado Job Description
Client Advocate

Reports To: Community Case Manager

Department: Income & Relief Services

FLSA Classification: Non Exempt

Salary Range: \$14.43 - \$15.61

Supervision: Volunteers

Evaluation: First six months of employment and annually thereafter

General Purpose

To improve the life situation for Marian House and other Catholic Charities clients by screening, assessing, and coordinating needed services. To foster a welcoming atmosphere where clients are treated with dignity and respect.

Essential Duties/Responsibilities

- Conduct initial screening and needs assessment of clients at Marian House.
- Conduct or oversee intake interviews and refer clients to case manager as needed for more in-depth services.
- Perform data entry into HMIS (Homeless Management Information System) or applicable agency case management database.
- Ensure confidentiality of client information.
- Ensure compliance with standard operating procedure for the Hanifen Center is being met with volunteers and update as needed.
- Provide needed documentation for grant reports pertaining to bus pass grant. Keep detailed inventory records for recipients and re-order/purchase as needed.
- Based on procedures, assess needs for and distribute bus passes.
- Ensure the safety of program volunteers and staff by reporting disorderly clientele to appropriate security responders.
- Process needed paperwork and logs as well as maintaining computer data information.
- Direct clients to appropriate partner agencies both on and off-site.
- Maintain contacts and relationships with provider organizations to which clients are referred.
- Coordinate and train volunteers on information and referral, mail, COPE, clothing closet, and initial screening and safety. Supervise volunteers, assign tasks and maintain documentation of hours and other required paperwork.

- Monitor inventory of donated items and ensure that a client record is established to track distribution:
 - Emergency clothing
 - Camping gear such as blankets, sleeping bags, tarps, etc.
 - Oversee intake and distribution of donated goods for Client Services at Marian House
- Assist in developing and maintaining an accurate list of referral sources.
- Assist clients in obtaining vital documents including ordering birth certificates, state Id's and/or driver's licenses.
- May include weekends and some holiday work.

Education/Experience

- Associates Degree in human services or comparable work experience.
- Experience with low income population and demonstrated ability to manage their needs.
- Experience with training volunteers to follow agency protocols in adherence to agency policies.

Skills & Competencies

- Ability to work with people in crisis with a calming, positive attitude.
- Ability to use sound judgment within defined policies and procedures to determine appropriate action.
- Proficiency with computer software including Microsoft Office suite.

Requirements

- Ability to work effectively with people representing a diverse range of socioeconomic levels while being sensitive to cultural differences.
- Sensitivity to issues involving poor and homeless populations.
- Ability to work efficiently, effectively, and multitask in a high volume, time sensitive, fast-paced environment.
- Demonstrated ability to apply culturally appropriate skills in interactions with clients, co-workers, volunteers, partner agencies, and other community members.
- Excellent communication (verbal and written), problem solving, listening, and interpersonal skills, with the ability to form and maintain positive work relationships.
- Occasional evenings and weekends are required to accommodate meetings and special events.
- Ability and willingness to work within the established structure of Catholic Charities.

Work Environment

- A majority of the assigned duties are performed in an office environment.
- The employee is subject to both inside and outside environmental conditions.
- Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions of this position.

This description is not intended, and should not be construed, to be an exhaustive list of all responsibilities, skills, efforts, or working conditions associated with this job. It is intended to be an accurate reflection of the principal job elements essential for making compensation decisions.



Application for Employment
 Catholic Charities of Central Colorado, Inc.
 228 North Cascade Avenue
 Colorado Springs, Colorado 80903
 719-636-2345

Catholic Charities of Central Colorado, Inc. is an Equal Employment Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, national origin or ancestry, age, gender, disability, veteran status, or religion. Affirmative Action is our effort to ensure positive steps are taken to have a representative workforce reflective of the relevant available labor force.

In order that your application may be properly evaluated, it is essential that all of the following questions be answered carefully and completely. Please attach a resume to supplement this application.

Please Print

Circle One:
Mr. Rev.
Ms. Sr. Date _____

Name _____
 Last First Middle Initial

Address _____
 Street City State Zip Code

Telephone Number _____

Position Desired _____

Circle One: Full-Time Part-Time Either

When can you start? _____ How were you referred to CC? _____

Previously employed by any Parish/Diocese? ___ YES ___ NO If yes, when? _____

If yes, where? _____

Educational Background

Type of School	Name and Location	Years Completed	Major	GPA	Degree(s) Obtained
High or Preparatory					
College					
Graduate School					
Other					

List any additional special skills, technical or professional knowledge which you may have:

Employment Experience: List all of your current and previous positions (paid and unpaid) in chronological order starting with most recent. Please complete this section and attach additional sheets as needed even if you submit a resume.

1. Employed From _____ To _____
Company Name _____ Your Title _____
Address _____ Your Department _____
City & State _____ Supervisor's Phone Number _____
Supervisor's Name and Title _____
Work Performed _____

Reason for leaving _____

2. Employed From _____ To _____
Company Name _____ Your Title _____
Address _____ Your Department _____
City & State _____ Supervisor's Phone Number _____
Supervisor's Name and Title _____
Work Performed _____

Reason for leaving _____

3. Employed From _____ To _____
Company Name _____ Your Title _____
Address _____ Your Department _____
City & State _____ Supervisor's Phone Number _____
Supervisor's Name and Title _____
Work Performed _____

Reason for leaving _____

4. Employed From _____ To _____
Company Name _____ Your Title _____
Address _____ Your Department _____
City & State _____ Supervisor's Phone Number _____
Supervisor's Name and Title _____
Work Performed _____

Reason for leaving _____

5. Employed From _____ To _____
Company Name _____ Your Title _____
Address _____ Your Department _____
City & State _____ Supervisor's Phone Number _____
Supervisor's Name and Title _____
Work Performed _____

Reason for leaving _____

6. Employed From _____ To _____
Company Name _____ Your Title _____
Address _____ Your Department _____
City & State _____ Supervisor's Phone Number _____
Supervisor's Name and Title _____
Work Performed _____

Reason for leaving _____

7. Employed From _____ To _____
Company Name _____ Your Title _____
Address _____ Your Department _____
City & State _____ Supervisor's Phone Number _____
Supervisor's Name and Title _____
Work Performed _____

Reason for leaving _____

Of the jobs you have held, which did you like the most, and why? _____

Of the jobs you have held, which did you like least, and why? _____

May we contact your present employer? YES NO

Please list 3 professional references

1. Name _____	Telephone _____
Address _____	Relationship _____
2. Name _____	Telephone _____
Address _____	Relationship _____
3. Name _____	Telephone _____
Address _____	Relationship _____

In order for your application to be considered, you must sign the Applicant's Declaration, Authorization, and Release.

Applicant's Declaration, Authorization, and Release

Any applicant who knowingly or willfully makes a false statement of any material fact or thing in the application is guilty of perjury in the second degree as defined in Section 18-8-503, C.R.S., and, upon conviction thereof, shall be punished accordingly.

My answers on this application and on any resume I provide are complete and true. I understand that the submission of any false or incomplete information in connection with my application, whether on this or other documents or in interviews, will be cause for the rejection of my application or the termination of my employment at any time. I authorize Catholic Charities of Central Colorado, Inc. and its agents to verify any information related to my application or resume. I also authorize all individuals, schools, employers, and law enforcement officials to freely provide any information concerning my background, and I hereby release any and all of them from any liability for doing so.

Print Name

Signature

Date

Background Checks. State and Federal background checks will be completed on all applicants prior to receiving an offer of employment for available positions with Catholic Charities of Central Colorado.

E-Verify. Federal law requires all employers to verify the identity and employment eligibility of all persons hired to work in the United States. Catholic Charities of Central Colorado participates in E-Verify. For more information on your rights and responsibilities as an applicant, please visit: <https://www.e-verify.gov/>

Work Visas. Catholic Charities of Central Colorado does not sponsor work visas. All eligible applicants must be currently authorized to work in the United States on a full-time basis.