



Client Advocate

Department: Intervention

Reports to: Client Advocate Supervisor

Supervises: N/A

Status: Non-Exempt/Full Time

Grade: 6

Compensation Range: \$18.25-\$26.72 hour (depending on experience)

Position Summary

Under supervision of the Client Advocate Supervisor, the Client Advocate provides comprehensive case management for adult, adolescent, and child survivors of domestic violence (DV) and their families—to help improve their quality of life and shape an affirming space in which they feel self-empowered to address and process their DV situation. The Client Advocate serves a crucial role for DV survivors as they work to heal from and/or move beyond their DV situation by supporting the achievement of their self-directed service plan goals.

Essential Duties & Responsibilities

The Client Advocate will:

- Identify and provide emergency client crisis services as necessary and make immediate referrals (per accepted crisis intervention methods and techniques);
- Review client intakes and maintain client list/portfolio;
- Facilitate client access to community resources, including locating emergency shelter, housing, food, clothing, school programs, vocational and educational opportunities, and relevant mental health services;
- Conduct risk score assessments with potential Pathways clients and enroll clients in the Pathways program;
- Identify and enroll potential clients in our Independent Development Account (IDA) Program, as part of financial capability training/education; and facilitate Financial Capability Workshops;
- Assist with *pro se* legal cases (e.g., orders of protection, divorce, custody, and/or child support);
- Assist clients by connecting them with appropriate legal support (e.g., district attorneys, private attorneys, and/or public defenders) as it relates to any criminal cases;
- Assist clients with gathering documents or affidavits of abuse for immigration cases;
- Assist clients with developing life/self-sufficiency skills and connecting them to complementary community resources and/or support networks;
- Assist clients in identifying goals and areas of need, and incorporating those into a client-shaped service plan—including determining the level and frequency of support;
- Coordinate and monitor client-specific service plans, including comprehensive tracking of client activities in relation to service plan, evaluating service plan effectiveness, and participating in case review with other involved staff members;
- Document all client encounters and contacts made on behalf of clients in our in-house database (Clienttrax)—and maintain comprehensive client files (including original documents, the scanned copies of which are stored securely for safekeeping); and
- Maintain updated information regarding community-based programs and services available for clients—and coordinate such services as appropriate.



In addition to the essential duties outlined above, the Client Advocate will:

- Be committed to advancing immigrant rights, gender equity, and socioeconomic justice;
- Be committed to advancing Enlace's mission, vision, core values, and programmatic goals;
- Leverage best practices for facilitating positive, constructive interpersonal communication—including an ability to navigate and resolve conflict in a manner that values and respects relationships with colleagues and community partners; and will engage in direct communication with a solutions-oriented approach;
- Be highly organized, self-motivated, detail-oriented, creative, and demonstrate excellent time management in managing multiple projects;
- Exercise emotional maturity and a sense of humor in resolving pressing issues or project components;
- Be a collaborative team player who shares responsibilities, and supports and acknowledges colleagues' contributions;
- Respect differences in race, ethnicity, age, gender, gender identity, gender expression, sexual orientation, religion (or lack thereof), ability, arrest or conviction history, socioeconomic status, and immigration status; and
- Be flexible to manage other duties as assigned.

The duties and responsibilities outlined above do not comprise a comprehensive list and are intended to provide a representation of the general nature and level of work performed by an employee in this capacity. Enlace maintains the right to augment, realign, or remove duties and responsibilities as business dictates.

Knowledge, Skills, & Abilities

The following characteristics are essential to the performance of this position.

- Knowledge of community resources and services;
- Ability to monitor, assess, and record client progress toward their service plan goals, and make adjustments to plans and services;
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community;
- Ability to assess/gauge clients' relative mental state and develop individual service plan goals;
- Ability to communicate client information to other professionals over the telephone under crisis circumstances;
- Ability to gather data, compile information, and prepare reports;
- Ability to plan, implement, and evaluate individual client programs.
- Records maintenance skills;
- Must have strong verbal and written communication skills in both English and Spanish—especially when communicating client-specific information; and
- Must demonstrate a commitment to social justice issues, such as immigrants' rights and the prevention of domestic violence.

Please note: an individual is not required to disclose information about mental or physical limitations that may potentially interfere with work performance. However, a reasonable accommodation is only possible if Enlace is notified of modifications that may be necessary for the individual to adequately perform the duties of the position.



Enlace is an equal opportunity employer. We value a diverse workforce and an inclusive workplace culture. Enlace encourages applications from all qualified individuals without regard to race, color, religion, gender, sexual orientation, gender identity and expression, age, national origin, marital status, immigration status, disability, or veteran status.

Position Qualifications

- Associate's degree, or equivalent coursework related to the field describe in the job description, and a minimum of one (1) year of experience that is directly related to the duties and responsibilities above; OR
- A high school diploma or equivalency with three years' worth of work experience, at least two of which are directly related to the duties and responsibilities specified above; AND
- Bilingual (English-Spanish), written and verbal required.

Employment Screening & Compliance

- Employee will be subject to a CYFD background check;
- Employee must comply with all Enlace operational policies, especially those involving the safety of fellow workers, volunteers, and clients/customers;
- Employee must maintain a current and valid driver's license to perform work duties if position requires activities that necessitate travel by motor vehicle; and
- Employee must have and maintain a clean driving record.

Enlace Work Environment

- Most essential duties are performed in an office environment with exposure to a variety of business equipment and other pertinent materials normally found in this type of work setting;
- Work is normally performed in an area permitting partial-to-total privacy; and
- Work duties often require travel to other locations throughout the city, state, and country.

To Apply. All applicants must submit: a cover letter, a resume, and three (3) professional references to: jobs@enlacenm.org with the subject line "Client Advocate Application" or mail to: Enlace Comunitario c/o Human Resources (2425 Alamo SE Albuquerque, NM 87106).