



Client Workforce Advocate

Department: Intervention
Reports to: Client Advocate Supervisor
Supervises: N/A
Status: Full-Time
Compensation: \$18.25/hr.

Position Summary

As a member of Enlace's Client Advocacy team, the Client Workforce Advocate will support adolescent and adult clients of domestic violence (DV) by: aligning them with educational and workforce development opportunities in the community; collaborating with clients in scoping their workplan-related objectives specific to workforce or educational advancement; referring clients to and implementing Enlace's financial capability program, to help build clients' long-term fiscal solvency and achieve self-sufficiency; and qualifying eligible clients, as well as eligible Enlace Promotoras and Youth Leaders, for short-term financial support (e.g., Emergency Rental Assistance Program [ERAP] support) as they address their DV situation and work to bring their employment or educational aspirations to fruition.

Essential Duties & Responsibilities

The Client Workforce Advocate will:

- Work closely with Enlace's Client Advocacy team to identify clients who are interested in advancing their education or building upon employment opportunities, and engaging them in developing educational- or employment-related service plan goals;
- Qualify eligible clients, as well as eligible Enlace Promotoras and Youth Leaders, for short-term emergency financial support through Enlace's ERAP grant, and explaining all established processes and requirements to qualified clients/participants;
- Ensure client/participant short-term ERAP/funding requests are processed expeditiously;
- Establish follow-up meetings with clients/participants to ensure they remain in compliance with funding parameters during the course of their program participation;
- Ensure clients/participants are entered into Enlace's database, an updated client/participant list is maintained, and metrics are tracked;
- Ensure all ERAP/funding documentation and back-ups needed for expenditures are collected in a timely manner, including receipts, records, and paperwork;
- Ensure all back-up documentation and service notes are filed after each provided service;
- Complete reporting requirements for ERAP grant (in consultation with Director of Advancement);
- Recommend internal process improvements to streamline or simplify the ERAP funding process for clients/participants;
- Maintain the confidentiality of all participants' identities and associated files;
- Provide regular updates regarding ERAP program participation to Enlace's Leadership Team as necessary;
- Work with Client Advocates to refer interested clients to Enlace's financial capability training program, and implement/administer financial capability training program;
- As part of Enlace's financial capability training program, coordinate all Individual Development Account (IDA) logistics per client—including opening/establishing the



account (with existing financial institution partners) and aligning match monies (dependent on grant funding) per client (based on their savings goal); and

- Work closely with all Enlace Client Housing Advocates to ensure all clients receiving housing support have corresponding service plan goals specific to maintaining their housing situation by the conclusion of their housing assistance (e.g., through increased educational/employment attainment resulting in household financial self-sufficiency).

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

- Be committed to advancing immigrant rights, gender equity, and socioeconomic justice;
- Be committed to advancing Enlace's mission, vision, core values, and program 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 Enlace staff, ERAP participants, and affiliated 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; and
- 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.

Knowledge, Skills, & Abilities

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

- Must be fully bilingual (English/Spanish)/fluent Spanish speaker;
- Understanding of trauma-informed client advocacy practices;
- Knowledgeable/aware of community resources available to immigrant DV survivors;
- Proficient in basic computer applications (Microsoft Office Suite), with an openness to learning Enlace's client database (ClienTrax);
- Have excellent follow-through and time management skills;
- Be creative and diplomatic, with an ability to navigate conversations in a trauma-informed manner;
- Ability to work independently and collaboratively; and
- Strong self-starter who feels comfortable taking initiative and socializes solutions to meet clients' needs.

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 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/responsibilities specified above; AND
- Bilingual (English-Spanish), written and verbal required.
- Must be authorized to work legally in the U.S. (e.g., via DACA/DREAM Act)

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; and
- Employee must maintain a current and valid driver's license to perform work duties (and must have/maintain a clean driving record) if position requires activities that necessitate travel.

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; and
- Work is normally performed in an area permitting partial-to-total privacy.

To Apply. All applicants must be authorized to work legally in the U.S. (e.g., via DACA/DREAM Act) and must submit a cover letter, resume, and three (3) professional references to jobs@enlacenm.org with the subject line "Client Workforce Advocate Application" or mail to: Enlace Comunitario c/o Human Resources (2425 Alamo SE Albuquerque, NM 87106).

If you have any questions about eligibility requirements or the position itself, please email jobs@enlacenm.org. Thank you!