



Dakota Woodlands
Job Posting
Client Case Advocate

Job Title: Client Case Advocate
Hours: Full-Time, varying shifts
Pay Rate: \$21.00-24.00/hour

Organizational description

Dakota Woodlands is a nonprofit human services organization located in Eagan, MN that provides shelter and supportive services to homeless women and their children. Dakota Woodlands offers a safe and friendly environment for families to transition from being homeless to finding sustainable and independent housing. Clients staying at Dakota Woodlands receive nutritious meals, private bedrooms, personal care products, seasonal clothing, and an opportunity to learn life-building skills through an educational curriculum which helps them be successful on their own.

Dakota Woodlands is committed to practicing diversity, equity and inclusion as an organization, and embedding this approach in everything that we do. We welcome candidates who identify as BIPOC, LGBTQ, and people of all genders.

Position Overview

Dakota Woodlands seeks a compassionate, responsible, and caring individual to work with families in crisis as a Client Case Advocate. The ideal candidate will have a broad understanding of the challenges facing homeless families. They will be sensitive, caring, flexible, open-minded and mission driven. The Client Case Advocate provides direct services and educational opportunities to assist Dakota Woodlands' clients in living successfully in the community.

Areas of Responsibility:

- Interview and assess client needs in order to develop achievable goals, plans and objectives for change. Provide check-in sessions at least weekly through a case management role.
- Monitor client progress by reviewing plans, successes and difficulties through case notes and staff feedback.
- Respond to concerns in a timely way to assure individual and group safety.
- Facilitate house meetings regarding daily schedules, client needs and issues to foster good communication amongst clients and staff. Facilitate informational groups with clients to share information and education helpful to meet our mission.
- Assist with program planning and implementation.
- Provide formal education opportunities and informal skill development for clients to improve skills in seeking housing, achieving education and employment goals as outlined in the organization's supportive programming.
- Establish effective working relationships with community resources to assist clients in meeting their needs.
- Enforces policies and procedures in a consistent manner.
- Complete procedures for intakes and discharges of residents.
- Prepare accurate and timely records, notes, statistics, incident and protection reports through observable data and facts, individual assessment of situations, forwarding pertinent information

from each work shift.

- Conducts regular rounds throughout the building. Inspect common areas to ensure cleanliness and the elimination of any safety hazards.
- Carry out emergency procedures and inform appropriate persons of any problems related to fire, health, building, and safety codes and standards.
- Provide transportation when appropriate
- Share on-call responsibilities, as needed, to provide back up support to staff.
- Serve as a team member and perform tasks both apparent and delegated.
- Other duties as assigned.

Qualifications:

- Experience working with women and children in a residential setting, preferably with similar population.
- Ability to work with multiple concerns at one time; to assess a crisis situation and respond appropriately.
- Experience working with people of diverse economic, religious, cultural, gender backgrounds.
- Ability to work individually and as a team member is desired.
- Bachelor's degree in social services or related field preferred.

To Apply: Email cover letter and resume to lauren@dakotawoodlands.org. Applications will be reviewed as received and opportunity will be closed when a qualified candidate accepts the position.

Dakota Woodlands is an equal opportunity employer. Opportunities for employment are available to all persons, without regard to race, color, creed, religion, national origin, sex, sexual orientation, gender identity, disability, age, marital status or status with regard to public assistance. Dakota Woodland's facilities are accessible. Individuals who have experienced homelessness are encouraged to apply.