

Client Advocate Position Description

Client Advocates support the Service & Care Team by working with the Client Advocacy Coordinator to provide information, referrals and community connections to help address the underlying issues that are placing individuals in need of food bank supports. Duties include providing referrals, assisting clients with applications, appointments and systems navigation, and general administrative duties to maintain client files. Advocacy roles require an understanding of local community resources, a familiarity with vulnerable populations with complex issues, and a commitment to providing services with upmost dignity. This position reports to the Client Advocacy Coordinator.

Hours: Temporary Full Time May - August, Monday – Friday 8:00 am – 4:00 pm

Required Skill Set:

1. Social/Human Services Education and/or Experience
 - Relevant experience and / or education in Human Services or working with vulnerable populations, able to respond and support with dignity, respect and tact
 - Awareness of community services and programs an asset, ability to research available support to provide effective information and referrals
2. Volunteer Supervision
 - Experience working with and/or supervising volunteers
 - On the job interaction and general guidance of volunteers on the IFB way and upholding dignity and care of vulnerable populations
 - Take direction and guidance from Client Advocacy Coordinator and/or Client Intake Supervisor on volunteer engagement activities, as required
 - Provide cover off for client intake counter services, as required
3. Communication Skills – interact with the community and social program providers, vulnerable populations, volunteers, and food bank staff
4. Basic Administrative skills - Intermediate computer skills required for navigating websites and referral processes (recordkeeping, word processing, data tracking, spreadsheets, other computer programs)
5. Basic understanding of the administration and clientele involved with social programs
 - Must be able to handle situations with tact, diplomacy and compassion
 - High attention to detail and strong listening skills
 - Ability to work well with others
 - Ability to be firm and assertive when necessary
5. Ability to perform heaving lifting activities on a regular basis (40lbs and over) is an asset
6. Successful completion of Food Banks Alberta Safe Food Handling Course (Online link provided)
7. Must be able to satisfy Criminal Records Check and Vulnerable Sector Check

Job Description:

Support Client Advocacy Programs and Resource Room

- Support Client Advocacy and Resource Room Coordinator with development, maintenance and/or facilitation of Client Advocacy Programs to assist clients in self-navigation of local supports, and to support a crew of Volunteer Advocates to assist with client referrals and supports
- Refer clients to other agencies in an attempt to address underlying issues creating food insecurity
- Liaise with partner agencies that offer social supports for vulnerable populations
- Assist with client related programs, workshops, and outreach programs
- Maintain program statistics - daily, monthly and annual reports

Client Intake Support

- Client Advocates will be cross trained with the Client Services Team to ensure the flexibility to fill in where most needed, and for familiarity with core food bank services
- Interview and screen clients to determine eligibility for food hampers, programs and services
- Supervision and training of volunteers, as directed by Client Intake Coordinator
- Maintain client data tracking system (Client Management System)

Other

- Additional duties as required by Executive Director
- Act as part of the team and assist where needed

This position is dependent upon approved funding from the Canada Summer Jobs Program. To be eligible to participate in Canada Summer Jobs, individuals must:

- be between 15 and 30 years of age at the start of the employment;
- be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act for the duration of the employment (International students are not eligible participants. International students include anyone who is temporarily in Canada for studies and who is not a Canadian citizen, permanent resident, or person who has been granted refugee status in Canada),
- have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations.

Applicants should provide cover letter, resume and 3 professional references to info@interfaithfoodbank.ca. Position will be filled as soon as a suitable candidate is found.