



Now hiring

## RESOURCE ADVOCATE

DEPARTMENT: Community Partnerships  
PAY RANGE: RH1/L3

HOURS PER WEEK: 40 hours

### POSITION DESCRIPTION

#### General Scope of Duties:

The **Resource Advocate** meets program and client needs by managing program referrals, assuring a high quality of care/service to program clients, provides for ongoing support and expertise through comprehensive assessment, planning, implementation, and overall evaluation of individual client needs specific to building self-sufficiency in families. The Resource Advocate works with the Community Partnerships Director to assist in reporting functions, including state and federal mechanisms and databases for tracking consumers of services. Responsibilities include, but are not limited to: promotional work for the program, assessing needs of the clients served; assuring compliance with program requirements, including reporting requirements; assure and promote coordination with internal and external providers, referral sources and community partners; and provides direct care and assessment for program clients. The Resource Advocate assists in the development of program plans, policies, and procedures and the implementation of those plans, policies and procedures at the program level. The overall goal of the position is to enhance the caliber of client management and satisfaction, in order to improve their quality of life. Align with agency mission in all aspects of work.

#### General Requirements:

- Must have adequate transportation, a valid driver's license and meet WCAP's insurance requirements.
- Must meet WCAP's background clearance requirements.

#### Experience and Skill Requirements:

The following experience and skills are considered essential:

- Knowledgeable of local and mainstream resources and processes for accessing those resources
- Ability to interact with individuals and families experiencing challenging circumstances on a daily basis
- Ability to demonstrate sound interpersonal skills (in person and over the phone) with a variety of individuals, including but not limited to individuals, families of consumers, staff, caseworkers, and other external resources
- Ability to work effectively, efficiently and cooperatively as part of a team
- Ability to work in computerized data system

- Proficient in Microsoft Word, Excel and Outlook
- Ability to complete and maintain up-to-date reports and charts
- Ability to demonstrate strong written skills, including, but not limited to, sound knowledge of spelling and grammar principles
- Ability to plan, organize and manage multiple tasks
- Ability to interpret regulations and ensure confidentiality

**Training, Education, and Experience Requirements:**

The following experience and skills are considered essential:

- Three years working in a social, family or human services field, preferred
- Experience with assessment, linkage, and referral to community services
- BA/BS degree in Human Services or related field
- Experience working with outreach and/or case management services, background in homeless services, family services, and/or housing services is preferred

**Preferred Licensure of Certification:**

- LSW, MHRT C preferred

*\*\* All requirements and skills are considered to be essential, unless otherwise indicated*

A detailed job description is available on our website: [www.waldocap.org](http://www.waldocap.org). Please submit a completed WCAP employment application also available on our website to: Human Resources, WCAP, PO Box 130, Belfast, ME 04915. This position will remain open until a suitable applicant is found. WCAP is an Equal Opportunity Employer.