



Client Advocate Intern – Position Description

POSITION: Client Advocate Intern

PROGRAM: Nueva Vida Haven Emergency Shelter

SUPERVISOR(S): Director

The Client Advocate Intern is the Client's number one cheerleader and supporter. The CA will assist the Client with identifying and addressing barriers to achieving self-sufficiency, as well as meeting program expectations.

Essential Duties and Responsibilities:

- Manage caseload of approximately 8-10 clients.
- Refers clients to appropriate community resources and other organizations as needed.
- Collaborate with the team to support program outcomes.
- Collaborate with community agencies on discharge planning.
- Document all interactions and observations of clients.
- Arrive prepared to weekly meetings with questions, feedback and concerns for discussions.

Requirements:

- Minimum Bachelor's degree in Social Work, Psychology, Ministry or related field from an accredited institution and or work experience.
- Be self-directed, willing to take initiative, and detail-oriented.
- Must be dependable and punctual.
- Respect and maintain confidentiality of SDRM data and clients.
- Knowledgeable about Microsoft Office.

Training:

- Attends general volunteer orientation
- Successfully complete all volunteer orientation requirements
- Client Advocate training
- Trauma Informed Care basics
- Completes office orientation which includes training on the following items:
 - Phone System Tutorial
 - Database Tutorial
 - E-Filing System

Evaluation:

- 1 hour weekly meeting

Time Commitment:



- 6 month minimum
- 24 hours a week, any weekdays
- TBD (Sunday - Friday between 7:00am - 3:00pm)

Benefits:

- Improve understanding of the San Diego's homeless population
- Increase familiarity with resources throughout San Diego County
- Learn about the processes behind maintaining an emergency night shelter
- Hands-on learning experience
- Dinner
- Free parking

Contact: Ashley Brown, Director at abrown@sdrescue.org