Lead Client Advocate (Case Manager) - (Full-Time, Exempt)
Be a connector and advocate in our clients’ lives, providing case management and support services! Help families and individuals move toward increased economic self-sufficiency and overall wellbeing. Join our team of dedicated social service professionals as the Lead Client Advocate! Build customized solutions with each client, working with them through the crisis of the moment towards the solution of the future, long-term stability!

Establish trust using a client centered and strengths based approach to set and pursue goals, make connections to community resources and to access Valley Outreach programs. Participants and staff work together to identify needs, discuss potential solutions, and create a plan for the future. The advocate offers information connected to client goal achievement and schedules and facilitates meetings to ensure progress.

We Have:
- An organization that is an innovator and one of the leaders among basic needs social service nonprofits in Minnesota, with new initiatives like Better Shelf for Better Health, Mobile Choice (food shelf delivery), and program expansion – including this one (case management)!
- A small but mighty staff with a lot of heart, energy, and brain power. We work together, doing so much more than we could individually.
- Great opportunities for continuing your own professional development throughout the year.
- Health insurance, retirement (with a match!), and PTO time.
- Cake (for your birthday).

You Have:
- People skills (you love ‘em!) and a client centered, strengths based approach to your work.
- An inquisitive and investigative personality along with a passion to help clients focus their goals and find their best solutions and resources. Tenacity to manage complex situations.
- A compassionate nature, with sensitivity to diverse and low income populations.
- Experience in case management and enthusiasm for leading ongoing program development and quality improvement processes (always looking for ways to do better!).
- Energy and excitement to be a part of a new program/program expansion and be comfortable in the gray.
- Capacity to thrive in an environment that is client centered, values driven, team oriented, fast paced, diverse and focused on learning and professional development.
- The desire to learn about the basic needs sectors and Valley Outreach’s role in those sectors. And you love sharing our story, values and philosophy with others!
- A schedule you love. You prefer, nay, you THRIVE on a schedule with variety, sleeping in some mornings and getting home by 5 other days.
Lead Client Advocate Job
The Lead Client Advocate provides direct case management services and works closely with the Case Management program and team members. This position is supervised by the Director of Programs. Duties include, but are not limited to, the following:

- Conduct intakes and assessments with clients, assist in developing individual plans around identified goal areas including but not limited to: basic needs (housing, transportation, food, clothing, childcare, safety), life skills, vocational skills, parenting, and personal development.
- Provide individualized and specialized support through information & referrals, community resources, advocacy and general problem solving support to families and individuals facing multiple barriers to stability.
- Offer ongoing services and support, maintaining consistent home or office visits.
- Establish and maintain professional, respectful and trusting relationships with clients.
- Maintain a depth of knowledge re: available services; work in partnership with other agencies as appropriate to connect services that meet client needs.
- Provide on-going monitoring and reporting of participant’s progress, solicit client feedback and evaluation.
- Communicate, coordinate and collaborate with other program staff and the Director of Programs to ensure effective and cohesive programming, program development and improvement processes.
- Lead and contribute to case review/team meetings.
- Keep accurate and updated records of all interactions with clients and any contacts made on their behalf.
- Develop a strong understanding of all Valley Outreach programs to directly connect clients to services; provide backup support to other program staff as needed.
- Provide necessary transportation according to availability.
- Support other Valley Outreach goals and objectives as needed.

About Valley Outreach
The mission of Valley Outreach is to help our St. Croix Valley neighbors who are in need of food, clothing, emergency financial assistance, and other support, while respecting individual dignity and offering encouragement and hope.

Founded in 1983 as the St. Croix Valley Emergency Food Shelf, Valley Outreach is a community-based, privately funded nonprofit serving our St. Croix Valley neighbors who, for a variety of reasons, find themselves in need of basic necessities.

Qualifications & Experience
- Bachelor’s Degree in Social Work with current MN Social Work License required or in progress.
- 2-3 years case management or other direct social services experience preferred.
- Demonstrated commitment to a social work code of ethics; thorough understanding of the case
management processes and best practices.

- Knowledge of government and nonprofit assistance programs and other community resources.
- Strong understanding of working with individuals of differing ages, races, and socio-economic backgrounds.
- Ability to work closely and communicate effectively as part of a team.
- High level of personal and professional integrity, including ability to protect and maintain confidentiality.
- Computer application proficiency, including Microsoft Outlook, Word, Excel, and PowerPoint.
- Ability to work a flexible schedule that will include some evening hours.
- A valid driver's license, acceptable driving record, valid insurance and a Motor Vehicle Check.

**Salary Range:** $37,000 – $42,000.

**Work Hours**
Flexible schedule with ability to accommodate evening hours when required.

Competitive salary and benefits based on qualifications. To apply, send cover letter and resume to kateri.routh@valleyoutreachmn.org.