



The Society of St. Vincent de Paul – Cincinnati District Council (SVDP) has been providing innovative and practical basic needs assistance and systemic change advocacy for Cincinnati residents in need for over 150 years. The organization works personally with those in need, regardless of race or creed, to bridge the gaps in their lives through home visits provided by neighborhood-based volunteer groups (Vincentians in Conferences); groundbreaking Outreach Center initiatives like the Charitable Pharmacy and Homelessness Prevention program; a network of 14 food pantries; and eight thrift stores across Cincinnati. SVDP has an immediate opportunity for a Social Services Advocate to play an integral role in providing services and uplifting engagement to our neighbors six days a week.

Job Title: Social Services Advocate

_____ **Exempt** **X** **Non-Exempt** **Tuesday – Saturday**
(40 hours per week)

Reports To: Social Services Team Manager

Scope of Position: The Social Services Advocate is the primary contact person for those requesting social services at the Neyer Outreach Center. Engagement, assessment, eligibility determination, gathering documentation and service delivery are primary functions. Engaging neighbors to develop a holistic plan that incorporates assistance from SVDP with resources available through other agencies or individuals in order to address their needs is another critical function. The team member must be able to: 1) build relationships with neighbors in need, using a strengths-based approach to help them recognize and utilize their personal strengths and resources; 2) promote systemic change; and 3) adhere to SVDP's policies and procedures to ensure program sustainability. This team member must consistently model the mission and values of St. Vincent de Paul.

Job Responsibilities:

1. Engage neighbors seeking assistance, either by walk in or appointment, to holistically assess overall situation, eligibility for assistance and provide appropriate SVDP assistance and referrals, as necessary
2. Assess and respond, as necessary, to needs of neighbors presenting critical situations at any time during business hours
3. Participate as a member of the SVDP Social Services team as well as positively interacting with volunteers and other SVDP staff

4. Prepare case notes, develop and maintain files, and enter required neighbor related data accurately into our electronic case management system
5. Participate in selection process used to identify requests for rent and utility assistance to receive funding
6. Maintain awareness of primary community resources available to address needs presented by neighbors as well as the process for accessing them
7. Assist Call Center with harvesting and returning calls to neighbors
8. Lead/participate in special projects as required
9. Typical hours are Monday – Friday 8-4:30, with occasional Saturday hours
10. Other duties as assigned

Qualifications: High school diploma required; college degree is preferred. Bachelor's degree in social work, human services, or related fields preferred. Bilingual (Spanish speaking) abilities are a plus. Strong interpersonal skills; ability to communicate well orally and in writing; commitment to detail and documentation; project management skills; ability to work under pressure; and a comfort in engaging with people of different cultural and economic backgrounds in a faith-based setting are necessary.

Work Environment: Office Environment – Adequately lighted, heated and ventilated.

Physical Requirements: Job duties can primarily be performed from a desk; however, there may be some walking; standing; bending; carrying light items up to 35 lbs; driving an automobile.

Qualified candidates are encouraged to forward cover letter, resume & compensation expectations to mreid@svdpcincinnati.org. Thank you.

Mission: A network of neighbors, inspired by Gospel values, growing in holiness and building a more just world through personal relationships with and services to people in need.

The Society of St. Vincent de Paul-Cincinnati District Council provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, St. Vincent de Paul complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.