



## Job Title: Social Services Advocate

Exempt     Non-Exempt  
(40 hours per week)

Typical hours are Monday – Friday 8:00 am – 4:30 pm, with occasional Saturday hours

**Reports To:** Social Services Director/Outreach Center Program Director

**Scope of Position:** The Social Services Advocate (SSA) is the primary contact person for those requesting services at the Neyer Outreach Center. The SSA will be cross-trained on all of our direct service programs, including Welcome Rooms, Call Center, Front Desk, and Choice Food Pantry. Engagement, assessment, eligibility determination, gathering documentation, and service delivery are key functions. The right candidate will have a heart for service, compassion for those we serve, and a willingness to serve in the area of most need. The team member must be able to build relationships with neighbors in need, using a strengths-based approach to help them recognize and utilize their personal strengths and resources. This team member must consistently model the mission and values of St. Vincent de Paul and adhere to SVDP's policies and procedures to ensure program sustainability. Each SSA will have a primary area of focus, but will also support the team with other duties as needed.

### Job Responsibilities:

- Engage neighbors in a Welcome Room to holistically assess their overall situation to determine eligibility for assistance and provide appropriate SVDP assistance and referrals, as necessary
- Assess and respond, as necessary, to needs of neighbors presenting critical situations at any time during business hours
- Serve as a pantry guide, walking with neighbors through the Choice Pantry and assisting them to their mode of transportation
- Serve at the front desk, welcoming and providing compassionate guidance to all guests who enter the NOC, including information about services offered
- Assist Call Center with harvesting and returning calls to neighbors
- Help maintain neighbor records, including entering data into our case management system, checking eligibility, completing neighbor requests, and providing administrative support to seasonal programs

- Participate as a member of the SVDP Outreach Center Services team as well as positively interacting with volunteers and other SVDP staff
- Maintain awareness of primary community resources available to address needs presented by neighbors as well as the process for accessing them
- Other duties as assigned

Particular areas of focus may include:

- Processing rent and utility cases
- Answering neighbor questions, managing the flow of neighbors in the lobby, and keeping public areas in order
- Greeting visitors at the front desk and checking neighbor eligibility

**Qualifications:** High school diploma required; college degree is preferred. Degree or prior experience in social work, human services, or related fields preferred. Bilingual (Spanish speaking) abilities are a plus. Candidate must possess excellent customer services skills and be able to communicate clearly and compassionately with diverse audiences. The ideal candidate will work on own initiative and deliver on time, be well-organized with attention to detail, and display flexibility and a willingness to serve in the area of most need. Basic computer literacy and the ability to learn SVDP software are required. The 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:** Must have the ability to sit and/or stand for extended periods of time; ability to lift and carry up to 35lbs; ability to speak, hear, and engage in effective communication, both in person and over the telephone.

***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.***