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| Date Developed: | November, 2017 |
| HR Review Date: | New |

JOB DESCRIPTION/JOB POSTING
AN EQUAL OPPORTUNITY EMPLOYER M/W/D

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| DEPARTMENT: | Health and Human Services |
| DIVISION: | Human Services |
| POSITION TITLE: | Human Services Advocate (1 Full-Time & 2 Part-Time) |
| PAY GRADE/RANGE: | AFSCME A30: \$31.71-\$40.71/hour |
| FLSA STATUS: | Non-Exempt |
| OPENING DATE: | |
| CLOSING DATE: | |

*Starting salary is dependent upon qualifications, but in most cases is no higher than the midpoint for range.

NATURE OF WORK:

Under the supervision of the Senior Human Services Advocate and/or designee, the Human Services Advocate (HSA) provides, develops, coordinates and implements trauma-informed practices in the community with exemplary effort and support for victims of trauma. Works with administrative, instructional and non-instructional staff to put into place evidence-based trauma-informed systems to reduce re-traumatization, promote resilience and increase positive outcomes for those who have experienced trauma. The HSA is responsible for establishing a comprehensive trauma-informed approach to address both preventative and responsive measures to those who have experienced some form of trauma. The HSA will also provide advocacy and assistance to individuals to navigate complex systems and connect those individuals to services that offer stability for issues that impact populations. The HSA will utilize a universal tracking system to decrease duplication of client services, help identify services received and gaps in service provision.

ESSENTIAL FUNCTIONS (Specific assignment will include some or all of the following):

- Provides leadership for the development and promotion of trauma-awareness to promote trauma-informed and strength-based approaches in communities.
- Serves as liaison to schools, agencies, and social service advocates, facilitating trauma-informed practices.
- Provides training and technical consultation for all team members, staff and leadership on evidence-based practices and strategies.
- Serves as liaison between the School District, local, state and federal government agencies regarding transformational initiatives.
- Works collaboratively with the staff to implement a comprehensive trauma-informed approach to address both preventative and responsive measures for community members.
- Works with staff to ensure that support is provided during death notifications and traumatic events (loss of life and property i.e. Fire) and the role of trauma in human behavior and recovery.
- Assesses staff training needs and provides training on trauma-awareness and evidence-based approaches.
- Interprets and explains policies and applies them to individual circumstances and situations in an appropriate manner.
- Plans, coordinates, and implements community-wide training initiative and trauma informed practices.
- Organizes and maintains accurate records of program activities.
- Evaluates programmatic activities to ensure that identified objectives are being met in accordance with governmental mandates and system-wide goals.
- Develops and implements tactical action plans; maintains records and logs and prepares reports.
- Provides liaison and technical consultation to develop and implement trauma-informed behavioral health assessments and interventions.
- Provides technical consultation for specific strategies to support those who have experienced trauma.
- Attends training sessions in evidence-based trauma-informed practices.
- Keeps superiors apprised of activities and developments.
- Performs other duties as assigned.

MINIMUM REQUIREMENTS OF WORK:

- Must possess a Bachelor's degree or higher in Social Work, Counseling, Behavioral Health Sciences, Psychology, or substantially similar area. Possession of a Master's degree in Social Work, Counseling, Psychology, or substantially similar area is preferred.
- Must possess two (2) or more years of counseling work experience with victims, families, or others affected by trauma and one (1) or more years of work experience with case management and assessment.
- Must possess a valid driver's license and a safe driving record.
- Knowledge, skills, and abilities in the following areas:
 - Extensive knowledge of current public aid policy and related services.
 - Knowledge and familiarity with HIPAA and its obligations and regulatory requirements.
 - Knowledge and familiarity with state legislation under the purview of DCFS involving children.
 - Ability to work with diverse groups of people.
 - Knowledge of computers and familiarity with Microsoft Office Suite.
 - Ability to communicate effectively, both orally and in writing.
 - Ability to maintain confidentiality and trust with students and other victims of trauma.
 - Ability to establish and maintain effective working relationships with schools, state and federal agencies, and other partners.

PHYSICAL REQUIREMENTS OF WORK:

Mostly sedentary work occasionally exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. May involve walking or standing for brief periods of time. The worker is subject to inside environmental conditions: protection from weather conditions but not necessarily from temperature changes. No environmental hazards indicated for this classification.

SUPERVISION:

Work is performed under the general direction of a supervisor. Assignments may vary from day to day and are primarily routine. Assignments can be either verbal or written, with the employee determining proper procedure and work methods and is responsible for completing the work according to City work rules and safety regulations. Work is reviewed through ongoing observation, written and verbal communication, meetings and feedback from supervisors and other department employees. Guidance is provided through rules and regulations, policies and procedures, Unified Work Rules, Union Contract, Personnel Rules and OSHA. Work is evaluated at least annually for the safe and skilled utilization of equipment, quality of tasks, adherence to work rules, and performance in accordance with the classification standard.

PUBLIC CONTACT:

This person has regular and frequent contact with all levels of internal staff as well as contact with the public at large.

SELECTION METHOD

Structured Oral Interview

TYPE OF ELIGIBILITY LIST

LIFE OF ELIGIBILITY LIST

To apply for this position, please apply online at www.cityofevanston.org on or before the closing date.

Chosen candidates will be required to provide proof of licenses, certifications, and education required for this position. Candidates will also be subject to qualifying pre-employment processes, including medical examination, drug/alcohol screen, employment verification, and criminal background check.

The City of Evanston is an equal opportunity employer and ensures against discrimination in employment on the basis of a person's race, color, sex, age, religion, disability, national origin, ancestry, sexual orientation, marital status, parental status, military discharge status, source of income, housing status, or gender identity. The City of Evanston is also committed to accessibility for persons with disabilities. Any person needing mobility or communications access assistance should contact Human Resources at 847-448-8204 (voice) or 847-448-8052 (TTY).