Client Advocate

Position Description:

Client Advocates will be socially conscious individuals who are passionate about and committed to ending human trafficking and exploitation through holistic, trauma-responsive services such as outreach, education, legal services, and whole person advocacy. Client Advocates will be instrumental in assisting clients with developing individualized and client-led goals and plans. Client Advocates will work with trafficked persons of all backgrounds and age groups and focus on building intentional and transformational relationships and assisting clients in their overall growth and recovery. Using AO’s uniquely developed Resiliency Model, Client Advocates will help clients to identify both short-term and long-term goals and needs. They will then support clients in creating an individualized case plan and identify the means and processes necessary to achieve these goals.

Client Advocates, while working full-time, will be expected to work non-traditional hours depending on client needs and agency meetings or trainings. These hours will vary from week to week and some flexibility is both required and given to ensure clients are properly served and that Client Advocates are supported. Travel will be necessary for clients who are outside of Lucas County.

Key Responsibilities:

- Understand, practice, promote, and uphold agency values, mission, and vision
- Provide crisis management and emergency services
  - Safety planning
  - Immediate needs assessment
  - Ongoing support
- Complete client intake and interviews
- Support clients by ensuring clients have access to social services, healthcare services, legal services, mentorship, and life coaching, both through AO and with community partners and resources.
- Support clients as they learn to effectively advocate for themselves in variety of settings
- Attend client hearings, appointments, meetings, and other events to support clients effectively and provide transportation for clients as needed
- Assist in development and achievement of individual, client-led goals and plans including:
  - Achieving and maintaining:
- Overall well-being and quality of life
- Optimal physical and mental health
- Success as defined by each client

Stages and plans include:

- Accessing basic living needs such as safe shelter, sufficient food and clothing, and access to healthcare
- Moving beyond basic living needs to self-sufficiency
  - Maintaining basic needs
  - Goals and plans for client independence and freedom
  - Meaningful access to healthcare, education, and other resources necessary for growth
  - Support client’s interests and access to resources for overall well-being such as art, music, dance, fitness, and other interests
- Maintaining self-sufficiency and moving to independence
  - Access to financial literacy resources
  - Developing education and career goals and plans
  - Support clients in forming connections to the wider community
- Achieving Independence
  - Transition clients to independence by being available as a support at client’s request
  - Encourage clients to continue to achieve their goals as they move away from AO and begin to flourish
  - Be available at anytime after client’s achieve independence for further support, as needed

- Maintain regular appointments with all assigned clients to support each client’s progress towards their goals
- Advocate for each client with other community service providers which may include ongoing education regarding the effects of trauma on a client’s behavior
- Act as liaison with community partners for AO and AO clients
Desired Skills and Experience:

• Case management and case plan development experience
• Experience working with those who have endured or are recovering from trauma, underrepresented populations, and individuals from varying socioeconomic backgrounds.
• Demonstrated experience with diverse populations
• Ability to work collaboratively with other individuals and agencies
• Certification as a personal coach
• Proficiency in a foreign language such as Spanish, Mandarin, French, or Arabic

Minimum Qualifications:

• Master’s degree or equivalent in social work, counseling, psychology, international relations, nonprofit management, criminal justice public administration or a related field
• Knowledge of both labor and sex trafficking and exploitation