



## Family Resource Advocate Job Description

Title: Family Resource Advocate Case Manager  
Reports to: Vice President of Programs and Services  
Status: 32 hours (9am – 5pm)  
Rate: \$18 - \$20

---

**Mission:** We strengthen our community with services that empower people.

**Vision:** Inspiring Hope, Resilience & Independence.

**Scope:** Mountain Resource Center is a community-based non-profit organization that provides bundled services and integrated case management to families in need. Our “Inspiring Hope, Resilience & Independence” vision provides accessible health and human services to people living in Conifer, Evergreen, Bailey, and surrounding communities to foster more self-reliant and healthier lives.

**Position Summary:** Family Resource Advocate Case Managers will greet and welcome clients into our services as an expert on family resources offered at MRC and our collaborative partners. This position will create a safe and accessible place for families to receive wrap around services and crisis intervention that help clients strengthen their families and become more self-sufficient. Family Resource Advocates will provide excellent customer service to all clients by leading with “yes we can help” and timely response to needs.

### Essential Functions

- Provide excellent customer service and case management to clients seeking services including but not limited to Veterans, Families, Older Adults, and Spanish Speaking Community members.
- Work with clients to measure baseline needs and develops goals to improve housing, job security and other basic needs.
- Complete intakes, assessments, and tracks clients contacts in Salesforce in compliance with all grant requirements.
- Help clients navigate critically needed support systems, facilitate connection to resources, and provides strategic interventions and supports that promote outlined goals.
- Provide crisis intervention as needed. Develop relationships with program participants that offer support and encouragement in a way that demonstrates cultural competence and kindness using trauma informed care.
- Assist clients to fill out paperwork and forms as needed.
- Answer agency phones to provide general information, referrals, and crisis intervention daily.
- Keep resources and referrals up to date.
- Be knowledgeable about MRC programming and services and facilitates direct access to these resources.
- Make contacts and referrals to external programs as well as partner programs within MRC such as Community Health, Family Education, and the Resale Store.
- Stay up to date on new services trainings and supports and connect clients with these resources.
- Engage in community outreach to connect with new clients, this includes agency and community events.

- Ability to travel to meet the client(s) within services area of Park and Jefferson County.
- Participation as an MRC team player by working collaboratively, by being willing to share knowledge, and by advancing the knowledge and skills of others in the organization.
- Attend weekly team meetings, supervision, and MRC agency meetings.
- Maintain strict confidentiality of client information. Ensure that the dignity of every client served is upheld.
- Uphold Mountain Resource Center's Equality, Diversity and Inclusiveness statement and work to make sure programs are accessible and welcoming to all.
- Participate in ongoing professional development.
- Serve on at least one committee and participate in at least one MRC outreach event.
- Perform other duties as assigned.

#### **Knowledge, Skills, Abilities and Accountabilities**

- Excellent customer service skills with a positive attitude.
- Ability to work independently.
- Must have skills in crisis management and client advocacy.
- Able to maintain professional and appropriate boundaries.
- Organization, attention to detail and ability to prioritize when faced with many tasks at once.
- Ability to follow through with assigned duties.
- Clear and calm communication both verbally and electronically.
- Ability to set limits in a firm but respectful way.
- Positive and willing to learn.
- Collaborative and open-minded.
- Willingness to give and receive constructive feedback.
- Able to work with diverse community.
- Flexible and able to adapt to changing circumstances.
- Excellent computer skills, including use of internet, emails, and the Microsoft Office Suite.
- Demonstrate a professional, polite attitude and relationship with other MRC employees, volunteers, clients, and guests.

#### **Credentials, Experience and Qualifications**

- Bachelor's Degree in the field of Human Services or related field or 3 years of work experience in a related field.
- Experience working with vulnerable or marginalized populations, with an understanding of the barriers and challenges caused by poverty, particularly for families
- Knowledge of resources, government programs and family systems. Experience working in a collaborative network.
- Priority given to bilingual applicants: Spanish and English Speaking

#### **Compensation/Benefits**

- 4.5 weeks of Paid Time Off per year
- Employer subsidized health, dental, vision benefits
- Short-term and long-term disability
- Life insurance benefits
- IRA with 3% match

**To apply for this position please send your resume and cover letter to Amanda Gregg, Vice President of Programs and Services at [amanda@mrcco.org](mailto:amanda@mrcco.org).**

***Mountain Resource Center is an equal opportunity employer and prohibits unlawful discrimination on the basis of age, race, sex, color, religion, national origin, disability, military status, genetic information, ancestry, creed, gender identity or expression, and sexual orientation, or any other status protected by applicable federal, state or local law.***

Mountain Resource Center vows to be anti-racist and foster an environment of mutual respect and acceptance. Mountain Resource Center's values and centers its work on,

- Empowering change
- Embracing differences
- Understanding and challenging systemic inequities
- Achieving equitable outcomes for all communities
- Supporting and encouraging personal and professional growth
- Cultivating diversity
- Valuing individual stories