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Position: **Advocate**

Program: **Ageing & Disability Resource Network (ADRN #300)**

STATUS: Full-time Part-time Exempt Non-Exempt

### **Reports to: Ageing & Disability Resource Network Supervisor**

Solutions For Care (SFC) serves over 12,000 older adults and those living with disabilities each year in Berwyn, Cicero, and Proviso Townships. We provide direct client service through information and assistance, in-home care, advocacy services and transitional assistance in hospitals. For more information about our organization, you can visit [www.solutionsforcare.org](http://www.solutionsforcare.org).

### **General Statement of Duties:**

The ADRN Advocate will maintain current information on opportunities and services available within Berwyn, Cicero, and Proviso Townships. The ADRN Advocate will link consumers to available community-based services and appropriate benefit programs such as LIHEAP, SHIP counseling, Benefit Access, Medicare and Medicaid programs and Options Counseling (if applicable). Weekend and evening hours are occasionally required to attend Health Fairs and Community Events.

### **Qualifications:**

#### **Bilingual: Must be able to read, write and speak in English/Spanish.**

The ideal candidate will possess critical thinking, be a self-starter and provide creative solutions in resolving challenges facing the program. The candidate must be able to communicate effectively and efficiently with all stakeholders including being comfortable speaking in front of groups. Simultaneously the candidate will have daily interaction with the public, so it is expected that all interactions are handled professionally, with respect and understanding.

Change is a constant in this environment and the successful candidate will be able to adapt, reorganize, and implement needed changes to ensure that staff are serving clients in an effective and timely manner. Time management, self-awareness, and a desire for professional growth will be essential in this position.

Travel required to outposts, presentations, and trainings; therefore, a vehicle and proper vehicle insurance are required. Criminal background check is required.

### **Mandatory Covid-19 Vaccination Policy:**

As a condition of employment, employees, interns, and onsite volunteers of Solutions for Care must be fully vaccinated with (*or in process of*) an approved COVID-19 vaccination.

### **Educational Requirements:**

Candidate must have a bachelor's degree in social work, Human Services, Counseling, or 4 years of experience in related field.

Criminal background check is required prior to the start of employment.

### **Duties and Responsibilities:**

1. Become knowledgeable of programs, benefits, and services available to seniors and adults with disabilities on a local, State, and federal level.
2. Display appropriate telephone etiquette during all phone call handling.

3. Maintain a professional and confidential manner in all interactions with the public.
4. Assess client needs in a sensitive and professional manner and assist with applications:
  - a. Connect clients to resources that will meet their needs.
  - b. Provide client follow-up to ensure programs/application assistance have been met.
5. All documentation is to be completed accurately and efficiently.
6. Complete required initial and annual training by state and other funding sources; maintain required certification.
7. Maintain and organize resources (files, books, including all Information Technology resources) consistently and update resource information at least quarterly.
8. Assist and support all Aging & Disability Resources Network duties and responsibilities as assigned by Program Supervisor.
9. Create Public Awareness through educating the community with presentations and participation in health fairs and community events.
10. Manage offsite enrollment events that include proper setup of work area, proper display of SFC's marketing material, including promotion of other SFC services, and proper breakdown of equipment, safeguarding all SFC's property.
11. Track, process, and log service units on a weekly basis.
12. Monitoring and meeting production goals.
13. Participation in weekly team and individual meetings.
14. Participation in bi-monthly "All Staff" meetings.
15. Is an Information Liaison between other SFC departments.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to lift, up to 20 pounds.
- Must be able to sit and work at workstation for extended periods of time.
- Must be able to walk, climb stairs, use elevators in order to participate in health fairs and community events.

**Schedule:**

Full time: 8:30 am to 4:30 pm, Monday through Friday.

**Salary and Benefits include:**

Salary: \$37,5000. Benefits offered: Medical, Dental, Vision, Life Insurance, 403B retirement plan and Paid Time Off (PTO).

**EEO Statement:**

Solutions for Care is an equal opportunity employer. In accordance with anti-discrimination law, it is the purpose of this policy to effectuate these principles and mandates. Solutions for Care prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law. Solutions for Care conforms to the spirit as well as the letter of all applicable laws and regulations.