



CLIENT ADVOCATE

Job Status: Full-Time
Job Classification: Exempt Salary
Reports to: Senior Client Advocate

Self Help is seeking a compassionate Client Advocate to join our team and support neighbors on their journey from vulnerability to self-sufficiency. Working both independently and collaboratively, the Client Advocate builds trusting relationships with clients and provides emotional support, practical guidance, and resource navigation to help them achieve personal and financial stability. Reporting to the Senior Client Advocate, this role plays a key part in delivering direct services and referrals using SH's internal programs and external partner resources.

Key Responsibilities:

- Reflect the Self Help's mission and values in a professional style and personal actions.
- Maintain a thorough understanding of Self Help programs and services, as well as the community resources available to our neighbors in Beaufort and Jasper Counties.
- Collaboratively working with Senior Client Advocate and case management team to implement action plans to improve our advocacy program and meet the organization's strategic goals, while ensuring services are delivered consistently and smoothly.
- Use a strategic and solutions-focused approach to anticipate challenges, identify opportunities, and support clients in overcoming barriers.
- Build and maintain strong, trusting relationships with clients through empathetic, culturally sensitive engagement.
- Facilitate clear and effective communication among clients, internal teams, and external stakeholders to ensure a positive and seamless experience.
- Maintain and develop proficiency in utilizing SH's case management system, Caseworthy, and maintain and record client notes, meetings, progress, and success stories in a timely manner. Track neighbors' progress while evaluating additional needs.
- Assess the effectiveness of services provided for clients and advocate or assist in the development of new services as needed.
- Participate in staff meetings, outreach initiatives, trainings, and community events to represent and strengthen SH's advocacy efforts.
- Conduct client intake and assessments to identify needs and connect clients to appropriate services and resources.
- Provide peer support, guided resource access, and advocacy for all clients served.
- Assist with data collection and analysis to inform program development and improve outcomes.
- Take on additional responsibilities and tasks as assigned in a growing organization.

Qualifications

- Bilingual fluency in English and Spanish preferred.
- Minimum five years of client-facing experience.
- Degree in social work, human services, or related field.



- The ideal candidate has case management experience in a non-profit organization.
- An understanding of and passion for Self Help's mission and vision.
- Excellent time management and organizational skills and results-oriented work ethic.
- Ability to set priorities, lead, initiate, and work collaboratively and with a team.
- Strong written and verbal communication skills.
- Positive attitude, concern for people and community, and exceptional listening skills.
- Technical proficiency in Microsoft Office including PowerPoint, case management software, spreadsheets, databases, and word processing.
- Display effective leadership among staff, volunteers, and donors.
- Must possess strong project management skills, interpersonal skills, positive relationship building internally and externally.
- Willingness to travel to/from BSH locations.
- Strong organizational and time management skills.
- Ability to handle sensitive matters with tact and discretion.

Work Environment & Culture

This job operates in an office setting, within a non-profit offering a variety of programs and services to our community. Here, you'll find:

- A mission-driven team that genuinely likes working together.
- Flexibility, autonomy, and trust in your leadership.
- The occasional office snacks, team outing, or shared meme.
- The chance to make a meaningful impact while using *all* your skills.

Position Type and Expected Hours of Work

This is a full-time position. Typical days and hours of work are Monday and Wednesday, 9:30 a.m. – 6 p.m. and Tuesday, Thursday, and Friday, 8:30 a.m. to 4:30 p.m. This position does require some additional night and weekend work, depending on program and event schedules.

Self Help is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.