

CLASSIFICATION GRID: 10 NEW GRID 33
(As of April 1, 2019)

BENCHMARK TITLE: ADVOCATE

BENCHMARK NUMBER: 82302

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Represents clients as a formal advocate, and provides supportive counselling to mentally ill clients in settings such as the justice system, hospitals, and the community.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Provides advocacy to clients by performing duties such as speaking on their behalf in settings such as the justice system, hospitals, and the community.
2. Provides supportive counselling to clients to assist with the development of physical, social, emotional, and life skills.
3. Interviews and assesses clients in settings such as the justice system, hospitals, and the community, to identify problems and needs. Obtains relevant records and documentation as required.
4. Identifies legal issues and required and available resources in accordance with current acts and regulations, and refers clients to appropriate programs, services, and/or agencies, including referrals and support in obtaining income assistance.
5. Assists clients with legal proceedings by performing duties such as assisting to obtain release, providing reminders of court dates, and providing assistance in completing forms such as legal aid applications. Provides information to clients and their families regarding legal issues such as terms of bail and probation, and how the legal system works.
6. Conducts information sessions, and develops educational materials to meet clients' needs, as required.
7. Attends meetings and hearings, such as clients' bail hearings and trials. Provides information before the court in accordance with established guidelines.
8. Provides housing referrals, such as referring homeless people to emergency facilities in order to qualify for bail. Monitors the suitability of accommodations.
9. Accompanies clients to legal and medical appointments.
10. Provides information to other service providers, such as court services staff, on mental illness and its effect on the provision of legal and medical services.
11. Monitors clients, and reports concerns to supervisor and/or healthcare providers.
12. Completes and maintains related records and documentation such as statistical reports and client histories.
13. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to establish and maintain rapport with clients
- Ability to observe and recognize changes in clients
- Ability to analyze and resolve problems
- Knowledge of public and private financial aid systems
- Advocacy skills