

# Client Advocate Position Job Preview



## Example of a Typical Client Advocate Shift

“There is no “typical” or predictable day for a Client Advocate. In fact, it is nearly impossible to foresee what might take place in a day. There is a variety of responsibilities I may be in taking the lead on, on any given day. Some days are filled with client IPP meetings that I am either leading or taking notes at. Other days I may be supporting a client in crisis and trying to diffuse the situation by offering coping skill choices. I am a supervisor and throughout my shift, I am checking on my teammates and providing support. I am hands-on with client hygiene, and I am frequently writing in my case management notes. I may be at a doctor’s office supporting and advocating for my client with a routine appointment or a consult appointment for planning a surgery or medical testing. I am also trained as a medication tech and am responsible for medication safety. I wear many different hats as a client advocate.

I start my shift most days at 12:00 pm, and the weekend day I work, I arrive at 9:00 am. I start my shift by reading documentation to see what everyone’s day has been like and if there is any information I need to know going into my shift. I review the day’s schedule to see where staff are required and what appointments I may be taking the lead on. I work with my two teammates and the program manager to make sure we have the day mapped out, and then I start to check in with my four clients. Between each of my check-ins, I am monitoring what is taking place in the facility. I then prioritize my tasks for the day by client support, supervisor responsibilities, documentation, and facility tasks. I must practice good time management skills to meet these responsibilities. I end my shift by assisting with the resident’s evening routines, such as medications and oral hygiene care, and make sure before I leave the facility that the residents and team are all doing well.”

## Advocate Testimonials

“Working at Summer House definitely solidified my desire to do the type of work I do. I truly loved my time with the residents and all that I learned from them.” -Brittany Terry.

Brittany is now a licensed Marriage and Family Therapist working for the Sacramento County Office of Education in their new School Based Mental Health and Wellness program.

“You are such a big part of my journey to my career in social work.” -Monica Caldwell. Monica is now a Social Worker for children and families in the Sacramento area. She helps families receive needed services and also to connects them to community resources and supports.

Working at Summer House had such an impact on me and I will forever cherish my experience working with all of the residents during my time there.” -Lizabeth Ramirez-Lozover. Lizabeth is now a Director of our Housing for Health program for a Homeless Health Care in Los Angeles.

## Pros & Cons of Advocate Position

### Pros

- Team Environment
- Hands on Experience in Social Service Field
- Positive Work Environment
- Rewarding
- Case Management Experience

### Cons

- Schedule-Less flexibility than other jobs
- Some clients don’t want your support
- Set State Rate of Pay
- Can be very physical & hands on at times

## Summer House Benefits

- Sick & Vacation Benefits
- Holiday Pay
- Paid Trainings
- Great Health Benefits