

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."

Employee Testimonials

When I became a part of the Woodland Summer House support team, I knew that I had finally found the right fit for my career choice. I am motivated by a job that allows me to grow as an individual and be a part of something greater than myself. Summer House has offered both of those things. I enjoy the people that I work with and find joy in supporting the residents that have made the choice to be a part of the Woodland Summer House family. - Krista Key Woodland Summer House Advocate

My favorite part about working at Davis Summer House was the people. I felt so honored that the residents allowed me into their lives as openly as they did and their enthusiasm and positivity left a lasting impact on me. My work at Summer House and my experience with the staff and residents there led me to pursue a career in education as a high school academic counselor. I am currently finishing up my eighth year as an academic counselor at Yerba Buena High School and I continue to carry with me the experiences and lessons I learned at Summer House. I am forever grateful for that opportunity and will never forget it. -Sayako Uchida, Former Davis Summer House

Pros & Cons of Client Advocate Position

Pros

- Supportive Team Environment
- Hands on Experience in Social Service Field
- Positive Work Environment
- Rewarding
- Set Schedule
- Career Growth Opportunities

Cons

- Schedule-Can be less flexibility than other jobs
- Can have high staff turnover
- Rate of Pay is largely dependent on State set reimbursement
- Can be very physical & hands on at times

Summer House Benefits

- Sick & Vacation Benefits
- Holiday Pay
- Paid Trainings
- Great Health Benefits
- Vision, Dental, Medical, AFLAC
- Retirement
- Regular Pay Increases
- Life Insurance