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Position: **Advocate**

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

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

**Reports to: Aging & 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, and advocacy services.

**Primary Function:**

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).

This position will also create public awareness through educating the community with presentations and participation in health fairs and community events.

**Qualifications:**

**Bilingual: Must be able to read, write and speak in English/Spanish.** Candidate must have a Bachelor's in Social Work, Human Services, Counseling, or comparable degree. Weekend and evening hours periodically are required.

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**  
**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.

Criminal background check is required prior to 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 follow-up to ensure needs are met on a monthly basis.
5. All documentation is to be completed accurately and in an efficient manner to ensure efficacy of services.
6. Maintain and organize resources (files, books, including all Information Technology resources) consistently.
  - a. Update resource information at least quarterly.
7. Assist and support all Aging & Disability Resources Network duties and responsibilities as assigned by Program Supervisor.

### **Community Outreach & Engagement:**

1. Represent Solutions for Care at community events e.g., health fairs.
2. As needed, conduct educational presentations in the community
3. Manage offsite enrollment events that includes 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.

### **Data Collection:**

1. Track, process, and log service units on a weekly basis.
2. Monitoring and meeting production goals.

### **Organizational/Team Responsibilities:**

1. Participation in weekly team and individual meetings.
2. Participation in bi-monthly "All Staff" meetings.
3. Complete required initial and annual training by state and other funding sources; maintain required certification.
4. Act as Information Liaison between other SFC departments

### **Salary and Benefits include:**

Salary is based on experience. Benefits offered: Medical, Dental, Vision, Life Insurance, 403B retirement plan and Paid Time Off (PTO).

**Contact:** Interested parties should send your resume to Tina Saenz, ADRN Supervisor at [tsaenz@solutionsforcare.org](mailto:tsaenz@solutionsforcare.org) and Christine Komperda, Assistant Executive Director at [ckomperda@solutionsforcare.org](mailto:ckomperda@solutionsforcare.org) No calls please