



## Veterans' Advocate Job Description

Title: Veterans' Advocate  
Reports to: Integrated Services Manager, Mountain Resource Center

Status: Part-time Non-Exempt

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**Mission of Mountain Resource Center:** to provide high quality, integrated health and human services that improve the lives of people in the communities we serve.

**Scope:** Mountain Resource Center is a community-based non-profit organization that provides bundled services and integrated case management to families in need. Our "neighbors helping neighbors" vision provides accessible health and human services to people living in Conifer, Evergreen, Bailey and surrounding communities in order to foster more self-reliant and healthier lives.

**Position Summary:** Veterans Advocates offer a safe, accessible place for Veterans to connect with comprehensive services that help them strengthen their families and become more self-reliant. Advocates support Veterans with crisis assistance, identifying strengths, setting goals, working toward greater self-sufficiency and reintegration after military service.

### Essential Functions

- Focus on Case Management and Advocacy
- Help Veterans navigate critically needed support systems and provide ongoing case management, goal setting, and advocacy
- Provide direct assistance to Veterans, including financial and materials assistance, resource identification and referrals, and other services as needed
- Develop, maintain, and update Veteran records, including self-sufficiency plans, case notes and computerized database records in the Efforts to Outcomes ("ETO") database
- Guide veterans on how to relate and maximize their military skills and experience for the purposes of civilian jobs and/or self-employment
- Provide information to veterans about community projects, efforts, and events that are focused on veterans and their families
- Support families and social service needs, e.g. housing, health insurance, public assistance, hunger, and other community resources and services
- Monitor effectiveness of services for Veterans and advocate for access to new services as needed
- Research relevant and current community resources
- Maintain strict confidentiality of Veterans' information
- Work independently with minimal supervision

- Participate in ongoing professional development
- Perform other duties as assigned

### **Knowledge, Skills, Abilities and Accountabilities**

The Veterans' Advocate demonstrates the following:

- Compassion and empathy
- Basic understanding of Veterans services/Veterans Administration
- Comfort with reaching out to the wider community
- Organization and attention to detail
- Ability to follow through with assigned duties
- Strong communication skills, both verbal and written
- Ability to multi-task, problem solve and work in a team
- Willingness to accept feedback and adapt accordingly
- Flexibility and ability to adapt to changing circumstances
- Excellent computer skills, including Microsoft Office Suite
- Participation as a MRC team player by attending staff meetings and other organizational events and willingness to share knowledge to advance knowledge and skills of others
- Understanding and agreement to follow all policies, procedures & protocols as set forth in the MRC Employee Handbook, MRC Employment Policies Manual and other directives
- Conformance to a drug-free workplace, not be under the influence of alcohol and/or other illicit drugs of abuse
- A professional, positive and polite attitude and relationship with other MRC employees, volunteers, clients and customers

### **Credentials, Experience and Qualifications:**

- Veteran with Honorable Discharge from Active Duty Military Service preferred
- BA/BS in related field preferred
- 2 years' experience working with Veterans preferred
- At least 18 years of age
- Proof and maintenance of proper legal authorization to work in the United States
- Position and # of hours worked is determined and based on available grant funding

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***origin, disability, military status, genetic information, ancestry, creed, gender identity or expression, and sexual orientation, or any other status protected by applicable federal, state or local law.***