



6910 North Shadeland Avenue
Suite 100
Indianapolis, IN 46220
317.955.2790 TEL
317.423.5444 FAX

Job title: Client Advocate
Status: Full-time, exempt
Salary range: \$48,000
Reports to: Director of Guardianship Programs
Supervisory responsibilities: none
Benefits: Health insurance for employee 100% paid.
Long term disability insurance provided.
Life insurance provided.
Generous PTO benefit.
401k available.
Travel reimbursed.
Free parking.

Fiercely compassionate, the Center for At-Risk Elders wraps legal armor around our clients to protect each one from abuse, neglect, and exploitation.

The Center for At-Risk Elders, Inc. (CARE) is a non-profit, public interest law firm designated as a 501(c)(3) charity by the Internal Revenue Service. The organization was incorporated in 2010.

In 2013, CARE launched its adult guardianship program that has served more than 800 vulnerable men and women thus far. CARE also uses its client service experience and legal expertise in the pursuit of civil prosecution against perpetrators of abuse, neglect and exploitation.

Clients not matched with a trained Volunteer Advocate are served by a professional Client Advocate.

Specifically, the Client Advocate will:
Adhere to the highest ethical standards and protect the organization's integrity at all times.

Professionally and assertively represent the values of the organization through words, actions, and decisions, including following the National Guardianship Association *Standards of Practice* and *Model Code of Ethics for Guardians*.

Serve as a champion for the organization's mission.

Develop a strong relationship with each client in order to identify and advocate for the client's goals, needs and preferences.

Work closely with CARE colleagues to ensure clients are treated with dignity, particularly with regard to decision-making, quality of care, and quality of life.

Specifically, the Client Advocate, will:

- Maintain confidentiality of all information on CARE clients.
- Maintain timely and accurate case documentation.
- Review and determine best course for treatment, placement and on-going care of assigned clients, including end-of-life decisions, in consultation with medical, therapeutic and legal experts, ethical standards, and – when appropriate – the client and family members.
- Bring to bear resources (health, social services, state agencies, and other agencies) that benefit each client's quality of care and quality of life.
- Arrange transportation of clients to hearings and other necessary appointments or meetings including transporting in own vehicle if appropriate.
- Prepare and present accurate testimony as needed for court hearings.
- Assist other CARE staff to marshal and manage clients' finances.
- Participate in CARE staff meetings and trainings.
- Keep CARE office calendar up-to-date with all meetings and events.
- Monitor living arrangements and health care of client by seeing assigned clients in person at least one time per month and communicating with facility staff.
- Schedule and attend care planning conferences at least quarterly.
- Upon a client's death, when appropriate, ensure all funeral arrangements are made, all documents related to the death of client are completed and filed appropriately, known family members and other parties are notified, and ensure the deceased client is buried or cremated in as timely a manner as possible.
- Complete final report and closes case within established guidelines.
- In cases of potential regained capacity, follow CARE Policies and Procedures regarding dismissal of guardianship.
- Contribute to court reports.

Additional Expectations:

- Follow all CARE Policies and Procedures.
- Assist with CARE events.
- Available to work flexible schedule outside regular office hours.
- Communicate essential information to CARE departments.
- Complete other tasks as assigned by supervisor.

Minimum job qualifications for this position are:

- Education: Bachelor's degree from an accredited college or university in human services, social work, social sciences, nursing, or a related field or equivalent case management experience
- General requirements: Must have a valid driver's license, acceptable driving record, reliable vehicle, and up-to-date automobile insurance.
- Background requirements: Must pass a criminal background check.

To be considered for employment, send cover letter, resume, and writing sample to jobs@indianacare.org.