



www.cancer-services.org

Cancer Services of Northeast Indiana is seeking a full-time Client Advocate to provide psychosocial support and services to our clients and their families. CSNI maintains an exceptional, client-driven culture designed to meet the individual needs of the whole person and family while building a community of support.

The Client Advocates are central to our mission *to enhance the quality of life of those affected by cancer by providing meaningful resources, information, and compassionate assistance*. Advocates work closely as a team to ensure seamless service, access to resources, and profoundly meaningful support.

Report to: Director of Individual and Family Care

Responsibilities:

- Acquire / maintain working knowledge of cancer, treatments, side effects and the psychosocial needs of people with cancer and their families.
- Assess client and family needs, educate regarding the wide array of available agency resources and programs to meet current and future needs, and/or refer to appropriate resources
- Provide personal and emotional support to clients and their families
- Oversee dispensing of tangible goods and accessing services over the course of the cancer experience
- Oversee client eligibility for internal direct financial assistance
- Provide periodic, designated follow up with clients
- *If appropriately credentialed*, potential to provide formal counseling to clients and/or family members for cancer-related psychosocial issues for 20-40% of schedule
- Accurately document all contacts with clients/family and services provided to them
- Acquire and maintain working knowledge of referral agencies and resources
- Acquire / maintain working knowledge of public and private health insurance guidelines
- Make occasional home/hospital/treatment center visits

Skills & Abilities:

- Comfort working with people of diverse backgrounds including socioeconomic, racial/ethnic, religious, sexual orientation, gender identity, ability, and national origin.
- Excellent active listening and interpersonal skills
- Well-developed ability to sit with people's angst and provide compassionate attentiveness
- Ability to work well with and contribute to a strong team environment
- Ability to develop strong working partnerships with community professionals
- Ability to tolerate and adapt to frequent interruptions and requests; comfort with ambiguity
- Excellent oral and written communication skills
- Excellent boundaries and self-care strategies
- Experience and/or comfort with electronic record-keeping and internet-based technology

Qualifications:

Master's or Bachelor's degree in social work or closely related field with license or pursuit of license preferred; experience with issues of chronic illness or end-of-life preferred. Cancer Services seeks to be an inclusive employer and encourages resumes and applications from people of diverse backgrounds.

To apply for this position, please email cover letter with salary requirements and resume to Becky Kreps at bkreps@cancer-services.org .