



- To adopt a flexible and innovative approach to client work recognizing the need to form productive relationships with people who may be under extreme stress and have significant communication difficulties and cognitive and behavioral problems.
- To accept responsibility for client caseload and to organize this effectively and efficiently about client goal attainment, service priorities, and use of time.
- To ensure that clients and their families are involved in the planning and prioritizing goal plans wherever possible, by presenting information in an appropriately accessible format and ensuring client-centered support.
- To use strong verbal and nonverbal communication skills for motivation, explanation, and reassurance to ensure the cooperation of clients and families in the program, and
- To use and promote technology in communications as helpful to client and broker collaboration for goal attainment and opportunity networking.
- To liaise and coordinate with colleagues in social services, employment and training opportunities, and other community resources and when necessary to effectively coordinate client transfers for services and opportunities.
- To facilitate peer group and other focused group-support activities to encourage mutual self-help and promote client networking around goals and opportunities.
- To exercise a high degree of personal and professional autonomy and make critical judgments to satisfy the expectations and demands of the role and to practice within agreed protocols to support the client group to provide accessible service.
- To ensure assessment and follow-up on brokered services and opportunities to ensure accountability, timely reporting, and feedback on lived-experiences of clients and community constituents to inform policy and other units of the organization for advocacy and program development

**Qualifications/Training: As an “Opportunity Broker” in a social services profession.**

**Attributes:**

- Must display diplomacy, advocacy, and partnership working skills.
- Must possess excellent communication, motivational, and interpersonal skills.
- Ability to work in teams and independently
- Must possess personal resilience and ability to serve as role model and coach for networking and connecting.
- Must have proficiency in social media and technologies for communications and networking.

**Education:**

- Relevant Master’s degree preferred or Bachelor’s degree with six years of experience.
- Evidence of ongoing high-level professional training or development
- Evidence of professional development and experience as a qualified social-service practitioner, case manager, or coach.
- Significant experience of working in a community-based environment.

**Applicant must:**

- Have a valid driver's license
- Be in good health
- While performing the duties of this job, the employee is frequently required to stand; walk; sit and climb stairs.
- The employee must occasionally lift and or move up to 25 pounds.

**To apply submit cover letter, resume and three work-related letters of reference to:**

Karen L. Garrett  
Vice President of Programs and Services  
Urban League of Greater Pittsburgh  
610 Wood Street, 4th Floor  
Pittsburgh, PA 15222  
kgarrett@ulpgh.org

**Approved by:** \_\_\_\_\_  
Esther L. Bush, President and CEO

**Date:** \_\_\_\_\_