

Position Description
Non-Exempt
Revised: 04/01/2020

ARVAC, Incorporated
Family Support Advocate

Introduction

The Family Support Advocate is responsible for coordinating day-to-day office management and providing services and information to low-income citizens of the community by assessing community needs and providing resources to qualified individuals for the implantation of self-sufficiency and community growth.

Major Duties and Responsibilities

The Family Support Advocate will assist in coordinating community organization projects by organizing commodity distributions, researching community needs assessments, and implementing home-energy-assistance programs to qualifying citizens. The incumbent will be responsible for researching and preparing reports while explaining findings and making recommendations. The Family Support Advocate will assist to expand new developmental strategies to eliminate obstacles affecting the impoverished.

Job duties may change as required by needs of the agency change. As an employee of ARVAC you will assume the responsibility of understanding your role in accomplishing the strategic goals and performance measures of the Agency.

Essential Functions

- A. Provides all services in a manner which seeks to make low-income less dependent and more self-sufficient; discovers and utilizes resource information from outside agencies and organizations to serve the community citizens and documenting all referrals; creates a case file within the agency database with clients and documents all contact; accurately conducts and documents case management information for reporting and assessment purposes; enters data accurately and timely within the database;
- B. Develops with the client an individualized plan to identify barriers, resources, and goals for becoming self-sufficient; offers bundled serves to all individuals; documents movement; documents and tracks client success and progress as they move from crisis to thriving;
- C. Maintains records and compiles reports to provide accountability; pinpoints strengths and weaknesses of the program; reports all program data to the COO of Community Programs;
- D. Collaborates with community organization officials to help promote community growth; attends community events as required by management; holds a stake in the community in which is served; provides systematic follow-up on all referrals to determine action taken and referring again if needed;
- E. Managing day-to-day office duties as assigned; checks email at least twice per day; responds to client requests and referrals within a 24 hour time period; reports any technical issues to the appropriate personnel;
- F. Makes required announcements to local radio stations and newspapers for commodity distributions, special programs or announcements, office closings, etc.
- G. Facilitates Community Needs Assessments and Public Hearings; assists to research local poverty rates and levels for required reports; announces public meetings to the communities and clients that are served;

- H. Facilitates Dream For Success Courses to ensure participants receive the needed information for budgeting, home energy, and cost efficient ways to become self-sufficient; administers and provides assistance with the Social Security Payee Program
- I. Recruits, trains, and supervises county volunteers for needed office work, commodity distributions, community awareness, etc. ; trains volunteers in compliance with program guidelines and Civil Rights requirements
- J. Directs community members to the Corporate office for donations
- K. Schedules meetings as needed in the community; schedules board meetings of community programs; establishes a relationship with community leaders, members of the community and the low-income; attends all staff meetings and trainings; obtains and retains agency partnership agreements within the community
- L. Performs other duties as assigned

Skills/Knowledge/Abilities

- A. Knowledge of computer and software applications
- B. Ability to operate and utilize Microsoft programs
- C. Ability to prepare, present, and review oral and written information and reports
- D. Ability to research and analyze related work program information
- E. Ability to plan, organize, and direct the work of others
- F. Ability to communicate clearly with community governing officials

Controls over the Position

The incumbent will work under the direct supervision of the Chief Operations Officer (COO) of Community Programs. Assignments are made by the supervisor who outlines policies, goals, and objectives. The incumbent is then expected to carry out assignments with little supervision. Problems encountered and negotiations required on sensitive issues are referred to the COO of Community Programs. Overall work is reviewed and evaluated on the basis of compliance with policies and procedures, effectiveness and timeliness of accomplishment, ability to relate and work with people of divergent opinions and views, and the reliability of recommendations, decisions, and conclusions.

Qualification Standards

Education	High school diploma or its equivalency is required; Associates degree in business office is a plus
Experience	At least two years' experience of case management and clerical experience is required
Requirements	Must hold a valid driver's license and have reliable transportation to commute to and from work and to other agencies within the area

ADA Requirements (Essential)

Physical Requirements*

Sitting.....	5-8 hours/day
Standing.....	3-4 hours/day
Walking	1-2 hours/day
Use of telephone	2-3 hours/day
Working under pressure	1-2-hours/day
Working rapidly for long periods	2-3 hours/day
Use of keyboard/computer, printer, fax, copier	4-5 hours/day

Position requires close work; finger dexterity; good vision, hearing, oral communication and critical thinking on a regular basis. May occasionally work longer than 8 hours/day.

- Cognitive or Mental Requirements

The following cognitive or mental requirements are necessary on a daily basis: Critical thinking; Reading; Writing; Mathematics; Drawing conclusions from written or computer generated materials; Analyzing data or report information; Creating methodologies for accomplishing a goal; Conducting research; Implementing recommendations by coordinating persons and/or other resources; Developing plans, procedures, goals, strategies, or processes Directing activities of others to accomplish a goal Clear verbal articulation

- Working Environment

Indoors, at a desk or in a vehicle for majority of the day Travel for Transport required Maximum hours per shift are noted.

- Additional Notes This job description is only a summary and is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required by the employee. This document is subject to change at any time.

Employee Signature

Date

Supervisor/HR/Executive Director Signature

Date

Annual Review Date

Annual Review Date