

Missouri Valley Community Action Agency

Job Title: Family Support Advocate Department: Community Service
Reports To: Community Services Manager II Supervises: N/A
Classification: Non-Exempt Salary Range: Category 3

Summary:

The Family Support Advocate will develop goal-oriented relationships with families served by the Agency who would benefit from case management services. The Family Support Advocate will also develop knowledge and a positive relationship with community service providers.

This position promotes and provides opportunities to staff to embody the agency mission which is “To Engage Communities and Coordinate Resources to Improve the Lives of People Experiencing Poverty”. Program operation is designed around the mission, vision and values of the agency to meet both program and agency strategies and goals.

Essential Functions:

- Acts as an advocate for the customers the Agency serves.
- Engages in mutually respectful goal-oriented relationships with families and community resource providers.
- Advocates for families with helping organizations, landlords and other agencies.
- Follows confidentiality procedures as required by the Agency and all funding sources.
- Supports family’s safety, health, financial stability, life goals and aspirations.
- Meets regularly with families that are enrolled in the case management program.
- Identifies the level of service needed, assess customer’s eligibility and make referrals to the Agency’s programs and to appropriate community resources.
- Contact other agencies on behalf of the customer when the Agency does not have the ability to meet the emergency/crisis and/or family need.
- Maintain records in accordance with Agency, local, state and federal regulation, storing all customer files in locked file cabinets.
- Maintain appropriate documentation in each customer’s case file.
- Submit paperwork in the required timeframe.
- Attend regularly scheduled staff meetings and training activities deemed necessary by supervisor.
- Follow confidentiality procedures as directed by Agency, government and department guidelines.
- Effectively market the Agency, program and services to the community as part of an on-going public relations and on-going communication with community resources (public and private).
- Establish and maintain an effective working relationship and on-going communication with community resources (public and private).

Competencies:

- Must demonstrate strong customer service skills when dealing with customers and issues they present.
- Must adhere to the MVCAA Personnel Policies and Program Code of Ethics
- Must be a self-starter.
- Must have organizational skills and manage time efficiently.
- Must participate in all required training.

- Must demonstrate reliability by maintaining good attendance.
- Must have the ability to follow oral and written instructions.
- Must have flexibility.

Supervisory Responsibility:

- N/A

Work Environment:

- Central Office
- Professional office environment
- Requires the use of standard office equipment including computers, phones, photocopiers, fax machines, and laminating machines.

Physical Demands:

- Mainly a sedentary position
- Ability to operate a computer and keyboard, printer/copier, and other office equipment.
- Ability to do lifting and carrying of not more than 30 lbs.

Position Type and Expected Hours of Work:

- Non-Exempt, Full-time (40 hours a week, 5 days a week; Monday through Friday, 8:00 am to 12:00 pm and 1:00 pm to 5:00 pm)

Travel:

- Travel is required of this position.

Required Education and Experience:

- High School Diploma or GED

Preferred Education and Experience:

- N/A

Additional Eligibility Qualifications:

- Negative results of initial and random drug testing
- Family Care Safety Registry and fingerprint criminal background screening with acceptable results
- Valid driver's license and access to an insured vehicle

Expectations:

- Perform duties with a focus on safety and wellness
- Adhere to agency policies and code of ethics

Other Duties:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

Work Authorization:

- Verification of identity and authorization for employment in the United States (I9 and E-Verify)

EEO Statement:

MVCAA provides equal employment opportunity to all individuals regardless of their race, color, religion, sex, age, national origin, disability unrelated to ability to do a job, gender identity, sexual orientation, military services, veteran status, pregnancy, childbirth, genetic information or any other characteristic protected by law.

Signatures:

Program Director _____

Human Resources Director _____

Employee: _____

Date: _____