COMMUNITY ACTION AGENCY OF SOUTH ALABAMA JOB DESCRIPTION

Position: **Family and Community Advocate**
Reports to: **County Coordinator/Site Supervisor**
Location: **Out Reach Offices/Early Learning Academies**

JOB SUMMARY:

This is a service position that performs direct delivery of services to children and families within the geographical area served. In support of the Agency's mission, this position is responsible for equitable allocation of assistance resources programs to best meet the needs of each applicant. This involves screening clients for eligibility, gathering required documentation, and providing direct assistance from a variety of funds in adherence with all funding guidelines. This position requires the ability to accurately evaluate clients' situations and make decisions about which combination of funds best applies to their needs and provides the most assistance possible. Duties also include establishing collaborative relationships with utility companies and clients while achieving positive results with diverse populations

ESSENTIAL JOB FUNCTIONS:

- Inputs and maintains data for Head Start families, children, and customers, or through knowledge of Community resources.
- Provides assistance in recruiting and enrolling eligible families in the Head Start & Early Head Start programs, and determines eligibility that meets Head Start & Per-K regulations (or other Community resources).
- Provides family support services and establishes effective relationships with Community, Head Start & and customers in order to assess their needs, records information and provides necessary referrals and documented follow-up.
- Maintains all necessary records and files with accuracy and submits to appropriate staff.
- Makes personal contacts with Head Start families and customers at the center, county office, and home in order to assess needs and provide follow-up information as needed.
- Become familiar with the LIHEAP manual to better serve families and the community.
- Collects, organizes, and distributes requested and other identified information to families and customers.
- Assists in collecting information and data for the community assessment on the condition and needs of disadvantaged people in the service areas.
- Supports families and customers in arranging health services and assuring that they reach completion.
- Assists in the identification, and use of, community resources within the service areas.
- Shares general information with parents and customers.
- Initiates the family partnership process through ongoing follow-up and documentation of identified goals.
- Supports school readiness through a process of parent, family, and community engagement to ensure that the goals established for the child and family are adequately supported which fosters the parent as the child's first and longest lasting teacher.

- To coordinate with various service providers to ensure the fulfillment of what the client needs.
- To ensure proper follow-ups, as it relates to the clients reaching self-sufficiency.
- To be well-versed with various parameters that would make the activities and functions of a case manager specialist easy to accomplish.
- To keep proper records of all work that he/she is doing. This involves records of the client's information, the meetings held with the clients and service providers, details of referrals that were issued, the plans and goals that were outlined to ensure a positive outcome, and so on.
- To ensure that all information is entered into Easy Track, and FACSPro.
- To maintain confidentiality regarding the information that the client is likely to share.
- To be dedicated to the Agency's mission in Helping People in Changing Lives.

CASE MANAGEMENT:

A written comprehensive assessment of the person's or family's assets, deficits, and needs to be completed. The following areas must be addressed when relevant:
- Emergency/Crisis
- Transportation Needs
- Money Management/Life Skills Education Educational Needs
- Job Training
- Mental Health Service
- Assistance to Families of Incarcerated Individuals
- Parenting Education
- Employment Needs
- Housing Needs
- Medical Needs
- Physical/Social/Emotional Needs
- Resource Analysis and Planning
- Energy Counseling

QUALIFICATIONS:

- Associates Degree preferred.
- Employee must receive thirty (30) hours of training, not to include trainings offered by the Agency
- Skills to design, implement, and maintain accounting systems; use micro and mainframe computers at a skilled level; carry out complex projects independently; analyze and interpret financial records and reports; apply pertinent laws and regulations; maintain cooperative work relationships.
- Must have the ability to establish and use good administrative practices, which includes maintaining files and organization of work.
- Must be neat in appearance and have a pleasing personality.
- Must have the ability to work with people of varying degrees of experience and back ground.
- Must have the ability to use office equipment that is required of this position.
- Must be able to interpret written and oral instruction and effectively complete such tasks as may be directed.
- Must have a valid Driver's License

PHYSICAL DEMANDS:

Patient, able to resolve conflicts, gentle, kind, creative, and resourceful. Demonstrate ability to work effectively with people. Possess excellent problem solving, planning, and organizational skills. Detail and multi-task oriented with a strong desire to succeed. Must be able to cope well with stress.

While performing this job, the employee is frequently to sit; stand; stoop; bend; walk; talk; hear; use hands to grip; type; reach with hands and arms, occasionally required to stand or walk on uneven surfaces; climb stairs; run short distances. 2 to 4 hours per day spent in strenuous physical activity, lifting 30 pounds or more six or eight times in an 8-hour day.

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Signature of Employee   **Date**

_____   _____

Signature of Witness   **Date**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Community Action Agency of South Alabama is an EOE

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