

Position Description
Non-Exempt
03/22/2019

ARVAC, Incorporated
Family Support Advocate-Floater

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.

Primary Activities

- A. Discovering and utilizing resource information from outside agencies and organizations to serve the community citizens
- B. Conducting case management information for reporting and assessment purposes
- C. Maintaining records and compiling reports to provide accountability
- D. Collaborating with community organization officials to help promote community growth
- E. Managing day-to-day office duties as assigned
- F. Providing systematic follow-up on all referrals to determine action taken
- G. Providing all services in a manner which seeks to make low-income less dependent and more self sufficient
- H. Communicating and reporting to supervisors as needed

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 Community Programs Manager. 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 Community Programs Manager. 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

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| 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 |

Status

The incumbent will work forty (40) hours per week. The position status will begin as Regular, Full-Time.

ADA Requirements (Essential Functions)

Physical Requirements*

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| 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.