

# Cornerstone Community Action Agency

## Job Description

JOB TITLE: CS Family Advocate

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Exempt (Y/N): No

Introductory period: 180 days

Supervisor: Director of Community Services

Work Period: Must not exceed 40 hrs./wk.

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*Cornerstone Community Action Agency, Inc. is committed to a policy of Equal Opportunity Employment (EOE) in its dealings with both employees and applicants for employment. As such, CCAA provides equal opportunity without regard to race, ethnicity, age, religion, sex, sexual orientation, national origin, disability, status as a veteran, or any other characteristic protected by law except when such characteristic is a bona fide occupational qualification.*

**CCAA Vision Statement:** To build thriving and self-sufficient communities by creating equal opportunities for all individuals and families.

**CCAA Mission Statement:** A Community in Action, Empowering People, Changing Lives, and Offering Hope to Achieve Self-Sufficiency.

This position assists in the fulfillment of the agency's mission by creating an opportunity to empower people, change lives, and offer hope to achieve self-sufficiency for each individual and family we serve.

**SUMMARY:** Responsible for the initial reception and processing of client information, including gathering necessary details, verifying eligibility, and accurately documenting data into the system, acting as the first point of contact for new clients and ensuring a smooth intake process while adhering to established procedures and maintaining confidentiality. Assists clients in becoming self-sufficient and in transferring out of poverty with needed referrals, goal setting, and budgeting their available resources.

**ESSENTIAL DUTIES AND RESPONSIBILITIES.** The Family Advocate will:

- Serve as the first point of contact for clients by greeting them warmly and addressing their inquiries. Answer calls, emails, and in-person inquiries with respect and professionalism.
- Gather necessary details/documents, verify eligibility, and enter data into the agency systems.
- Process client applications accurately.
- Determine eligibility according to regulations set forth by the funding source and the Agency.
- Maintain data entry for applications and approved clients. Completes pledges for approved clients.
- Ensure that all client files and records are complete, organized, and up to date.
- Works closely with various utility companies in the service area to obtain information as required by funding sources.
- Ensure consistency in service delivery across program areas and assist program director in monitoring client files to ensure adherence to regulations, policies, guidelines and procedures.
- Draft and manage correspondence, ensuring timely follow-ups. Manage incoming and outgoing mail.
- Routinely travel to designated locations for intake and client file processing.
- Conduct visits to clients' homes, as needed.
- Ensure consistency in service delivery across program areas and assist program director in monitoring client files to ensure adherence to regulations, policies, and procedures.
- Ensure that adequate office supplies, etc. are stocked.

- Attend meetings, training and workshops as required.
- Adheres to safety discipline and accountability policies and regulations.
- Ensures that the local office is clean, organized, and in good, safe condition.
- Other duties may be assigned by Supervisor or Executive Director.

**General Responsibilities** The staff member will:

- **Appearance:** Ensure personal appearance, personal hygiene, and dress are appropriate for the day's activities and comply with dress code.
- **Reliability:** Ensure he/she can be counted on to carry out assigned responsibilities independently.
- **Safety:** Safely and properly use, maintain, and operate all equipment for carrying out duties.
- **Punctuality:** Employee observes regularly scheduled work hours.

**Compliance:** Employee follows Agency policies, procedures, and established regulations

**Qualification Requirements:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Experience and Education:** High School Diploma, or GED; and a minimum of one-year related experience and/or training.

### **Required Skills/Abilities**

*Language Skills:* Must have ability to read and interpret documents such as Agency policies and procedures, program outlines and regulations, safety rules, operating and maintenance instructions, and procedure manuals. Must have excellent verbal and written communication skills and be able to communicate in an effective professional manner with the public, agency clients, vendors, and staff.

*Reasoning Ability:* Must have ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Must have ability to work independently and to deal with problems involving several concrete variables in standardized situations. Must have excellent interpersonal and customer service skills.

*Mathematical Skills:* Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, percentages, and decimals.

*Physical Demands:* The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job. While performing the duties of this job, the employee is regularly required to sit for long periods of time and use hands and fingers to gather information, write, fax, data entry, telephone, keep his/hers working office clean and orderly. The employee will be required to lift or move up to 25 pounds. Specific vision abilities required by this job include close vision, distant vision, peripheral vision, depth perception, and the ability to adjust focus. Specific hearing and speaking abilities required by this job include listening to and talking to the public, agency clients, vendors, and staff.

*Other Skills/Abilities:* Ability to operate a personal computer, proficient in use of e-mail and Microsoft Office Suite or related software. Competent in the use of fax and copier machines, calculators, and other office machines. Must have excellent organizational skills and attention to detail. Ability to carry out instructions assigned by Supervisor, or Executive Director. Must maintain a valid driver's license and be able to drive a company vehicle.

*\*This form reflects the general details considered necessary to describe the essential function of the job identified and shall not be considered as a detailed description of all the work requirements that may be inherent to the job.*

*Failure to comply with Personnel policies, job responsibilities, and functions, safety policies, can result in*

*disciplinary actions up to and including termination.*

*This is an "At Will" employment and nothing contained herein is intended to create any contractual rights between Employer and Employee. Employees may be terminated at any time with or without cause.*

**DISCLAIMER STATEMENT**

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

**EMPLOYEE RECEIPT OF JOB DESCRIPTION**

This job description is not intended to be all inclusive. CCAA reserves the right to revise or change job duties. This job description does not constitute a written or implied contract of employment.

I have read and understand this job description. I certify that I am able to perform the requirements of this job description. I have received a copy of this document.

\_\_\_\_\_  
Employee SIGNATURE

\_\_\_\_\_  
Date of Signature

\_\_\_\_\_  
Employee PRINTED NAME