

## Cornerstone Community Action Agency

### Job Description

#### JOB TITLE: **Self-Sufficiency Family Advocate – Community Services**

Exempt (Y/N): No

Introductory period: 180 days

Supervisor: Program Director CS

Work Period: Must not exceed 40 hrs/wk

*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.

**SUMMARY:** Is responsible for providing multi-services offered by Cornerstone Community Action Agency to qualifying clients and their families without regard to race, creed, age, sex, color, national origin, religious beliefs, or political affiliation. Assists clients in becoming self-sufficient and in transferring out of poverty with needed referrals, goal setting, and budgeting their available resources.

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.

**ESSENTIAL DUTIES AND RESPONSIBILITIES.** The Self-Sufficiency Family Advocate will:

1.	Exceeds	Meets	Improvement Needed	N/A too soon to rate
Schedules appointments and interviews clients who are requesting assistance.				
2.				
Determine eligibility according to regulations set forth by the funding source and the Agency.				
3.				
Ensures that funds are available prior to initiating a payment voucher.				
4.				
Ensures that pledges made on behalf of clients do not exceed budgeted funds for that county.				
5.				
Develop referral systems and procedures and coordinates				

referrals and follow up.				
6.	Exceeds	Meets	Improvement Needed	N/A too soon to rate
Collects and maintains accurate and complete data for client files.				
7.				
Promptly and properly enters the collected data into the client files with adequate provisions for confidentiality.				
8.				
Works closely with various utility companies in service area to obtain information as required by funding sources.				
9.				
Adhere to funding source regulations and guidelines for all the programs provided.				
10.				
Must have ability to purchase groceries, within guidelines, on behalf of client.				
11.				
Assists in scheduling and holding community meetings to gather information about community needs and submits the information to the Administrative Office.				
12.				
Prepares report for management in a timely manner.				
13.				
Promote effective involvement of the Agency within the Community and County associations.				
14.				
Attend Community meetings as assigned, staff meetings, in-service meetings, and other training sessions.				
15.				
Conduct visits to client's homes, as needed.				
16.				
Treat all clients, staff, co-workers with dignity and respect.				
17.				
Ensures that local centers are clean, organized, and in good, safe condition.				
18.				
Performs other duties as deemed necessary by Program Director or Executive Director.				
19.				
Adheres to safety discipline and accountability policies and regulations.				

**General Responsibilities** The staff member will:

1. Appearance	Exceeds	Meets	Improvement Needed	N/A too soon to rate
Ensure personal appearance, personal hygiene, and dress are appropriate for the day's activities and comply with dress code.				
2. Reliability				
Ensure he/she can be counted on to carry out assigned responsibilities independently.				
3. Safety				
Safely and properly use, maintain and operate all equipment for carrying out duties.				
4. Punctuality				
Employee observes regularly scheduled work hours.				
5. Compliance				
Employee complies with Agency policies, procedures, and established regulations				

Performance Rating Categories: Consider the employee's performance in each category and designate the level of performance that most accurately describes his/her job performance.

E-Exceeds. Results clearly exceed position requirements on a regular basis. Performance is of high quality and is achieved on a consistent basis.

M-Meets Expectation. Competent & dependable performance level. Meets the performance standards and objectives of the job without constant follow-up/direction.

I-Improvement Needed. Employee does not meet performance objectives on a regular basis and has difficulty following through with tasks. Requires constant follow-up and/or supervision.

N/A-Not Applicable or too soon to rate.

### **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**

Must be 18 years old or older and hold, at a minimum, an associates degree in Social Sciences or a related field with at least three years of experience in Social Work or Human Services Field.

Must be knowledgeable of the social, emotional, physical needs of low-income families, must have experience working with low-income families and the general public and be able to relate to families and to understand their needs and concerns.

Must have transportation and current liability coverage on vehicle to be used in the performance of job duties. Moderate travel on a daily basis may be required. Must maintain valid Texas driver's license and be able to drive company vehicle.

### **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.

Ability to write routine reports and correspondence.

Ability to speak effectively before groups of people, and provide training on policies and procedures.

### **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 deal with problems involving several concrete variables in

standardized situations.

**Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute percent.

**Other Skills and Abilities**

Ability to operate a personal computer, e-mail, word processing and client tracking software. Must operate fax machines, calculators, typewriters, copier, and other office machines. Ability to carry out instructions assigned by Supervisor, Executive Director, or Assistant Executive Director/Financial Manager.

**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 accommodations 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 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. The employee frequently is required to talk or hear. Specific vision abilities required by this job include close vision, distant vision, peripheral vision, depth perception, and the ability to adjust focus.

*\*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. Employee 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 a received a copy of this document.

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

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

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

This portion to be completed at time of performance evaluation

Accomplishments/Recognition since last review

Specific areas of needed improvement/action items

Recommendations for professional development (seminars, trainings, schooling, licenses, etc.)  
Head Start Employees must complete a professional development plan.

Supervisor/Manager Comments

Employee Comments

Supervisor SIGNATURE: \_\_\_\_\_ Date: \_\_\_\_\_