

Cornerstone Community Action Agency

Job Description

JOB TITLE: **Family Advocate Payee/VA**

Exempt (Y/N): No

Introductory period: 180 days

Supervisor: Director of Community Services

Work Period: 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.

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: Assists in maintaining an orderly, efficient filing system. Processes client files to determine assistance. Compiles and maintains records of business transactions. Maintains and answers incoming agency phone lines. Responsible for providing support to eligible recipients of Social Security and VA benefits by managing financial matters to ensure all financial responsibilities are processed for the client in a timely manner.

ESSENTIAL DUTIES AND RESPONSIBILITIES. The General Office Support will:

- Operate office machines such as fax, typewriter, computer, adding, calculating, and copying machines.
- Process client's applications to determine eligibility for Payee program, Veterans General Assistance program and energy assistance, Pay bills according to client's bill and history.
- Enter all client information into the database accurately and in a timely manner.
- Handle phone calls from Payee and Veteran clients in a professional manner.
- Answers telephone and give information to callers or routes call to appropriate official and places outgoing calls as requested by CS Director.
- Files correspondence and other records and maintains an adequate filing system.
- Responsible for Program budget and expenditures for county assigned.
- Greets Clients, ascertains nature of business, and assist client with appropriate program.
- Composes and types routine correspondence.
- Performs Outreach in the community and participates in community outreach events.
- Makes copies of correspondence or other printed matter.
- Ensure that adequate office supplies, etc. are stocked.
- Attend meetings, training and workshops as required.
- Office cleaning duties; maintaining all public and private spaces to employer standards.
- Adheres to safety discipline and accountability policies and regulations.
- Responsible for meeting program goals and quotas.
- Performs all other duties deemed necessary by Supervisor and/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. Must maintain a valid driver's license and be able to drive a company vehicle.

Experience and Education: High School Diploma, or GED; and a minimum of one-year related experience and/or training. Degree in human services or related field is preferred.

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.

**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