



NORTHWEST COMMUNITY ACTION, INC.

JOB DESCRIPTION

DATE: June 12, 2024

POSITION TITLE: Family Service Advocate

STARTING WAGE RANGE: \$21.00 – \$23.00

POSITION CLASSIFICATION: Full-Time, Non-Exempt

ACCOUNTABLE TO: Family Services Director

PRIMARY OBJECTIVE OF THE POSITION: Provides support to the Family Service Case Specialist as well as the Family Service Administrative Coordinator through processing data entries, reporting, conducting detailed case notes, and working one-on-one with individuals or families in crisis. Assists families and/or individuals in assessing their needs, utilizing available resources, and setting goals of improving self-sufficiency.

MAJOR AREAS OF ACCOUNTABILITY:

- Implement case management methods to encourage and support families/individuals who are seeking to improve the quality of life for themselves.
- Develop a comprehensive understanding of state and federal rules and regulations of the programs administered in the Family Service Department
- Promote the development of skills necessary to enable participants to function successfully, in whatever role they choose to pursue in becoming economically independent.
- Provide guidance and referral services to assist participants in meeting their short and long-term goals.
- Perform accurate data entry into a variety of data systems in accordance with agency and grant requirements.
- Prepare and submit accurate client file case notes as required in a timely manner.
- Adhere to the agency's policy concerning data privacy and client confidentiality.
- Ensure all maintained records are kept confidential and aligned with federal, state, and local laws, regulations, policies and procedures
- Keep immediate supervisor informed of all problems, unusual or extraordinary matters of significance coming to his/her attention so that prompt corrective action can be taken.
- Perform other duties and responsibilities as assigned by the Family Service Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Meet with clients for an initial assessment and intake to determine family dynamics, identify needs, and work in partnership to set goals – both short term and long term.
- Operate within each grant's requirements.
- Complete all case notes/data entries in a timely fashion.
- Keep current on all related trainings.

REQUIREMENTS:

- High School Diploma or GED

- Valid Minnesota Driver's License required.
- Valid Minnesota Auto Insurance policy required.
- Must meet the requirements of the DHS background check
- Complete paperwork on a timely basis
- Be able to attend out-of-town meetings and conferences
- Be able to work well with other Agency partners
- Experience working with people from a variety of cultural, racial, and socioeconomic backgrounds as well as from a variety of family structures.
- Excellent verbal and written communication skills.
- Ability to use technology in support of learning.
- Ability to work positively and productively.
- Ability to work independently and be self-motivated
- Ability to lift 10-50 lbs. occasionally

REQUIRED EDUCATION AND/OR EXPERIENCE:

- High School diploma or GED.
- Minimum of two-year degree in Human Services and/or related field or minimum of two years' work experience in a related field.

PREFERRED EDUCATION AND EXPERIENCE:

- Two-year degree in Human Services and/or related field or minimum of two years' work experience in a related field.
- Experience working with sensitivity to diverse cultural, racial and social economic backgrounds as well as diverse family structures and individuals with low income.

We are an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, color, sex, age, national origin or disability.

Employee Signature

Date

Note: The above statements are intended to describe the nature and level of work being performed by persons assigned to this position. They are not intended to be an exhaustive listing of all responsibilities, duties and skills required, and management reserves the right to make modifications at their discretion.