

# Missouri Ozarks Community Action

<b>Job title</b>	<i>Emergency Services Advocate</i>	<b>Grade</b>	7	<b>Class</b>	Non-Exempt
<b>Reports to</b>	<i>LIHEAP Deputy Director</i>	<b>Step</b>		<b>Unit</b>	LIHEAP

## Job purpose

This is a program/project position based out of central office. Incumbent is responsible for providing the services so specified with job description and by their supervisor. This position is supervised by the LIHEAP Deputy Director.

## Duties and responsibilities

1. Responsible for accepting and accurately completing client applications for all programs as instructed.
2. Responsible for locating and working with income eligible individuals and families.
3. Must assess client situation and determine their need as time allows.
4. Must make appropriate referrals made and time allowed.
5. Must document appropriate referrals made and follow up in specified manner.
6. Required to become familiar with all available resources both internal and external.
7. Required to network with other service providers in specified manner.
8. Assist with facilitation of any LIHEAP projects as directed by supervisor.
9. Coordinate office maintenance with other LIHEAP personnel.
10. Must form good working relationships with vendors and other service providers.
11. Responsible for accurately completing all paperwork and collecting documentation as specified.
12. Responsible for maintain client tracking information in the MIS system.
13. Responsible for informing Supervisor of whereabouts when outside assigned office.
14. Responsible for meeting stated deadlines for project performance and reporting.
15. Respond to requests from Deputy Director for correction(s) in a timely manner.
16. Enter complete and accurate program information into computerized data reporting systems as required.

## Integrity

1. Ensure confidentiality of customers, agency, and co-workers.
2. Establish and maintain good working relations with other service providers, including co-workers and community.
3. Become familiar with MOCA's Personnel Policy manual and follow policies outlined therein.
4. Assure that client information received either from the client or other sources is shared with others only to the extent necessary to secure the services for which the client has made up application.
5. Must undergo periodic training on new or existing programs.
6. Responsible for attending all required staff meetings.
7. Responsible for maintain a regular work schedule.
8. Perform other duties as assigned.

## Preferred Qualifications

1. High School Diploma
2. Four years' experience similar to duties required of this job.
3. Knowledge of the local social service system.

## Minimum requirements

1. High School Diploma or equivalency, and/or
2. One year related experience in social service setting or two years of college.
3. Ability to deal effectively with a wide variety of people from diverse backgrounds.
4. Ability to communicate effectively in both written and oral form.
5. Possess basic math skills.
6. Demonstrate dependable transportation, current insurance, and valid driver's license.
7. Able to travel out of area on occasion for training; trips of two to five days.

## Direct reports

Not applicable

**Equal Employment Opportunity Statement**

Missouri Ozarks Community Action (MOCA) provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by local, state, or federal law.

**Employee Acknowledgement**

I have received a copy of my job description, and have an understanding of the duties and responsibilities listed wherein. I agree to abide by all rules stated in the MOCA Personnel Policy Manual regarding conduct and working conditions not described in this job description.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Director Signature: \_\_\_\_\_ Date: \_\_\_\_\_

<b>Approved by:</b>		<b>Approved by:</b>		<b>Approved by:</b>	
<b>Date approved:</b>		<b>Date approved:</b>		<b>Date approved:</b>	
<b>Reviewed:</b>		<b>Reviewed:</b>		<b>Reviewed:</b>	