



OWENS VALLEY CAREER DEVELOPMENT CENTER

Family Literacy, Language Program, Early Head Start
Tribal TANF, Career Education

2574 Diaz Lane ▪ P.O. Box 847 ▪ Bishop, CA 93514 ▪ (760)873-5107

POSITION TITLE: Family Advocate
CLASSIFICATION: Non-Exempt
DEPARTMENT: TANF
SUPERVISOR: Site Manager
PAY RATE: \$19.23 to \$31.32 per hour

Position Summary:

Under general direction of the Site Manager, determines the eligibility of applicants for Tribal TANF program assistance.. Advocates for the success of the family by facilitating the development of Family Self-Sufficiency Plans and helping to connect participants with resources to assist them in meeting their goals. Responsibilities also include interviewing, fact gathering, applying policies and procedures, and conducting home visits and recertifications. Maintains confidentiality of all privileged information.

This list of duties and responsibilities is illustrative only of the duties performed by this position and is not all-inclusive. Each classification may not be assigned all duties listed, nor do the examples cover all duties which may be assigned.

Essential Duties & Responsibilities:

- Interviews, advises and guides a diverse population to elicit eligibility information and identify needs for assistance programs and services. Assists individuals to complete all necessary forms.
- Utilizes coaching tools and concepts such as motivational interviewing and a growth mindset approach to assist participants in developing Family Self-Sufficiency Plans and supports participants in meeting identified goals and milestones.
- Develops rapport with the families and consistently monitors progress towards individual and family goals.
- Positively supports participants to obtain skills and increase abilities with the long-term goal of self-sufficiency for the family.
- Recognizes the signs and symptoms of trauma and incorporates trauma-informed practices into their work.
- Analyzes financial and eligibility information to determine initial or continuing eligibility for aid programs.
- Processes applications for support programs, verifies information on applications, determines eligibility, and refers to other programs as needed, based on established state, federal, or tribal guidelines.
- Authorizes benefits within specific guidelines and makes appropriate referrals to other staff and community resources for services and assistance.
- Explains rules, regulations and policies to participants and informs them of their rights, responsibilities and eligibility for participation.
- Communicates status of benefits, payment distribution information, and approved payments to participants. Maintains regular contact with participants to assess needs and progress.
- Ensures accuracy and completion of application and declaration forms.
- Contacts individual agencies to verify eligibility data to clarify discrepancies or gaps in information.
- Organizes participant family files so that necessary case records and documents are processed and updated within specific guidelines of the programs.
- Completes and reviews basic documents and inputs and extracts data from electronic information systems.
- Coordinates and makes referrals to other programs and departments.

- Investigates irregularities on applications and other program forms.
- Evaluates information for duplication of services and prevention of program fraud.
- Performs general clerical work as required.
- Provides crisis intervention and referrals and necessary.
- Conducts home visits with participants.
- Performs outreach activities to inform communities and individuals about services.
- Maintains confidentiality of all privileged information.
- Contributes to a team effort and accomplishes related results as required.
- Performs other duties as required.

Minimum Qualifications:

Bachelor's Degree in Social Work or related field and three years social services and eligibility experience; or any equivalent combination of education and experience that could likely provide the required knowledge, skills and abilities to perform the duties of the position. Eligibility and counseling experience preferred. Shall possess and maintain a valid drivers' license, and qualify for employer insurability, throughout the course of employment. Must successfully pass a pre-employment drug/alcohol screen, and background investigation.

Knowledge, Skills and Abilities:

- Knowledge of modern office practices, procedures, and equipment.
- Knowledge of case management.
- Knowledge and understanding of economic support programs.
- Knowledge of general economic conditions and trends.
- Knowledge of or experience with trauma-informed approaches.
- Knowledge of community resources available for participants.
- Knowledge of OVDC Tribal TANF Plan.
- Knowledge of tribal, state, and federal laws pertaining to assistance programs.
- Knowledge of business English, proper spelling, grammar, punctuation, and basic arithmetic.
- Skill in operating business computers and office machines, including in a Windows environment, specifically Word, Excel, Access, and presentation software (such as PowerPoint).
- Database management skills.
- Ability to practice growth mindset in daily activities.
- Ability to encourage participants to meet mutual and pre-determined goals.
- Ability to communicate effectively in the English language, both verbally and in writing.
- Ability to gather data, calculate support calculations, compile information, and prepare reports.
- Ability to gather and analyze statistical data and generate reports.
- Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
- Ability to represent organization in a professional manner, building respect and confidence in the community.
- Ability to analyze and solve problems.
- Ability to lead and train others.
- Ability to maintain calendars and schedule appointments.
- Ability to maintain emotional stability to cope with human suffering, emergencies, and other stresses.
- Ability to maintain confidentiality.
- Ability to handle multiple tasks and meet deadlines.
- Ability to carry out instructions furnished in verbal or written format.

Physical Demands:

While performing the duties of this job, the employee regularly is required to sit; use hands and fingers to handle, or feel; and talk or hear. The employee occasionally is required to stand; walk; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment:

Work is generally performed in an office setting with a moderate noise level. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required. Travel may be required.

Native American Indian Preference:

Native American Indian preference shall apply to all positions at OVDCD pursuant to the Indian Self-Determination and Education Assistance Act (24 USC 450, et. seq.), 25 CFR 271.44, applicable Tribal Employment Rights Ordinances, and other relevant laws.