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To: Program Directors  
From: Sarah Childress  
Date: July 27, 2020  
Re: Position Opening

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This position is currently open. Please forward this to your employees.

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**Job Title:** NSC Community Services Advocate

**Location:** Monroe NSC

**Program:** CSBG/LIHEAP

**Position Summary:** Serves as a source of information and link between the low-income residents of the area and the DCEA Neighborhood Service Center. Provides information on all available services.

**Duties and Responsibilities:**

- Prepares client applications.
- Insures all documentation is correct according to guidelines and procedures, records all client contact information, keeps up-do-date client records as required and assists clients with services as needed for all grant programs.
- Develops a working knowledge of all database functions and policies.
- Assists with and helps to maintain program reports.
- Maintains NSC office supply inventory.
- Maintains NSC food pantry/necessities closet inventory.
- Promotes various community programs and meetings of interest to low-income persons.

- Utilizes a roster of service agencies and organizations in respective county and is knowledgeable of the services provided. Works with all community groups, agencies and individuals to accomplish the goals of the NSC.
- Develops a working knowledge of the different funding categories available for use in provision of services and ensures all guidelines and procedures are being followed for each.
- Receives regular guidance from the Case Management Specialist in provision of case management services.

**Education Requirements:**

- High School diploma or GED required; Associates preferred.

**Experience and Skills Requirements:**

- A resident of county in which NSC is located with extensive knowledge of resources and geography of county is preferred.
- Experience in detailed record keeping.
- Experience in working with low-income populations.
- Ability to deal tactfully with the public, clients and co-workers, and to exercise good judgement in evaluating situations and making decisions.
- Computer proficiency in word processing, spreadsheet and data entry and use of databases necessary.

**Hours and Benefits:** Full-time; Non-Exempt

**To Apply:** Send resume to: DCEA Human Resources, Attn: NSC Community Services Advocate, P.O. Box 1218, Morristown, TN 37816. EOE.