

Memo

To: Program Directors
From: Sarah Childress
Date: March 5, 2020
Re: Position Opening

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

Job Title: Community Services Advocate

Location: Cocke County

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 and referral on all available services.

Duties and Responsibilities:

- Prepares client applications.
- Insures all documentation is correct according to guidelines and procedures, records all client contact and information, keeps up-to-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.
- Promotes various community programs and meetings of interest to low-income persons.
- Utilizes a roster of service agencies and organizations in Cocke 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 services provided.

Education:

- High School diploma or GED required; Associates preferred.

Experience and Skills Requirements:

- A resident of Cocke County 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 County, P.O. Box 1218, Morristown, TN 37816. EOE.