



JOB DESCRIPTION

RESOURCE ADVOCATE

JOB OVERVIEW

The Resource Advocate position is a two-year position as part of a collaborative effort between the Missouri Department of Social Services and Vision for Children at Risk in conjunction with an APHSA /AFEM Innovations Grant. This pilot project, Learning Independence so Families can Thrive (LIFT MO) Program, has been established to support and empower families receiving TANF to interact with the needed service agencies who will guide them to economic self-sufficiency. This can be accomplished through engagement with a Resource Advocate who will walk alongside them and connect them to all-encompassing services and resources they need. The population of focus is families receiving TANF in the St. Louis City and St. Louis County area and their children.

DUTIES & RESPONSIBILITIES

- Ability to walk alongside families without judgement or bias to develop effective, trusting relationships with families using a person-centered approach & best practice,
- Assist families and caregivers identify needs and needed support,
- Complete an individualized overview of available services,
- Support families who qualify for TANF by providing a “warm” invitation and linkages to services and/or resources that are tailored to their needs,
- Engage parents and caregivers to help them develop and enhance their skills. Opportunities to engage include, but are not limited to peer support, parent cafés, trainings, and parenting classes,
- Provide consistent and ongoing support and expertise through comprehensive assessment, planning, implementation, and overall evaluation of individual family/caregiver needs specific to building self-sufficiency in families with the goal of preventing child abuse and neglect,
- Facilitate the utilization of supports that empower individuals to make changes and decisions to enhance their lives and grow in their independence and self-sufficiency,
- Ability to maintain and obtain positive relationships with community service partners,
- Inform families/caregivers of the goals of the program including:
 - The phase out of benefits (TA, SNAP, Childcare, etc.),
 - Supportive services to meet the immediate need, and long-term financial impact,
 - Desire to advance the independence and economic stability,
 - Desire to support and strengthen families to create a safe environment for children,
- Provide continuous outreach to parents and caregivers of children,
- Attend, share, and present information at outreach events,
- Knowledge of cultural issues within the target population and have a history of successful engagement with the population,
- Serve as a liaison with DSS and other community partners,
- Work to quickly resolve barriers when issues arise,
- Identify and refer parents/caregivers for pre-employment training, educational development, skill-based training, or immediate job placement as appropriate.

CORE COMPETENCIES

- Maintain professional behavior,
- Provide quality customer service with a commitment to service excellence,
- Build collaborative relationships,
- Empower others through positive coaching,

- Be flexible in thinking when decision making/problem solving,
- Exhibit organizational skills and time management,
- Have conflict resolution abilities,
- Contribute to a positive, team-oriented work environment,
- Maintain confidentiality of families, staff, and internal business information,
- Perform required amount of work in a timely fashion with a minimum of errors,
- Proficiency with Microsoft Office products.

QUALIFICATIONS REQUIRED

- Ability to offer families peer support with an emphasis on coaching and mentoring,
- Ability to interpret and follow agency policy, procedures, and practices,
- Knowledge of community resources is necessary and beneficial to the client to become self-sufficient and free of involvement with Children’s Division,
- Values collaborative partnerships with families and professionals, and actively seeks to partner,
- Excellent oral and written communication skills,
- Ability to complete and maintain up-to-date reports, documentations, and records,
- Capable of handling multiple tasks with competing priorities under minimal supervision,
- Positive team player with strong ability to work in a fast-paced environment,
- Skill in handling complex and sensitive interpersonal communications and interactions,
- Ability to motivate other towards achieving goals,
- Reliable transportation and appropriate insurance are required,
- Able to maintain a flexible schedule, travel, and stay away from home overnight,
- Successful completion of criminal/child abuse and neglect background checks,
- Perform other duties as assigned by supervisor,
- Ability to lift 30 pounds.

EDUCATION AND EXPERIENCE

- An associate degree in human services or a bachelor’s degree from an accredited college or university with a minimum of 15 earned credit hours in one or a combination of the following: Accounting; Business, Public or Health Care Administration, Education, Nursing, Behavioral or Social Sciences, or a closely related field, OR
- Two or more years of professional experience working and/or volunteering in a social, family, or human services field, medical services, resource, legal investigation, child support enforcement, or a closely related area, AND
- Two or more years of professional experience in income maintenance, social services, medical services, resource, or legal investigation, child support enforcement, or a closely related area.

This position is a 2-year grant funded-position. Send cover letter and resume to vcr@visionforchildren.org.

POSTION TITLE:	Resource Advocate
REPORTS TO:	Project Director
WORK SCHEDULE:	Full-Time
TRAVEL:	Occasionally and as Requested by Supervisor

LEGAL STATEMENT

The above information on this description has been designed to indicate the general nature and level of work performed by employees in this position. It is not designed to contain or be interpreted as an exhaustive list of all responsibilities, duties and qualifications required of employees assigned to this job.

VCR is an Equal Opportunity Employer.