

**CITY OF GREENBELT, MD
CLASS SPECIFICATION**

CLASS TITLE: Community Resource Advocate
DEPARTMENT: CARES
REPORTS TO: CARES Director

SALARY GRADE: 15
FLSA STATUS: E
DATE: 07/2023

JOB SUMMARY AND DISTINGUISHING FEATURES OF THE WORK:

The Community Resource Advocate administers the GAIL Program for the City. The work requires a complete understanding of social services and community resources for older adults, adults with disabilities, caregivers or family members. Assists clients in making informed choices regarding social services needs. Advocates on residents' behalf and intervenes in crisis situations with the authorities or other appropriate agencies.

ESSENTIAL JOB FUNCTIONS:

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Leads and administers the GAIL Program.

Assesses and evaluates clients as needed to determine social service needs and appropriateness of referrals and assist clients in making informed choices.

Carries out supervisory responsibility in accordance with policies, procedures and applicable laws including: training in job skills; planning, assigning and directing work; appraising performance; addressing complaints and resolving problems.

Develops and implements new programs; coordinates special events and campaigns as necessary.

Manages HUD Grant for Service Coordinator program to include semi annual report, budget worksheets, quarterly electronic funds distribution and final grant reports.

Identifies the homebound based on results from needs assessment surveys and subsequently contacts prospective clients.

Recruits, trains, advises and supervises volunteers and interns for the GAIL Program.

Oversees the GAIL Program budget and participates in CARES budget preparation.

Prepares grant proposals and researches funding opportunities.

Serves as liaison between the resident and the private and/or government sector, to include representing the City on boards and advisory committees.

Maintains ongoing contact with referrals and volunteer sources within the community;

Prepares complex, routine and non-routine reports and newsletters; receives, sorts, and summarizes material for the preparation of reports; prepares work reports.

IMPORTANT JOB FUNCTIONS:

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Computer General Office Equipment

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Bachelor's degree from an accredited four-year college or university in Social Work, or a related field; and,

Four to five years of progressively responsible experience; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

Certified Aging service Provider (CASP) Preferred

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Psychology, human behavior and group dynamics.

Physical, mental, physiological and social needs of adults, elderly and disabled persons.

All applicable state, federal and local ordinances, laws, rules and regulations.

Supervision of staff and activities.

Department organization, standard operating guidelines and policies, rules, and regulations.

Skill in:

Communicating orally and in writing with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous manner.

Developing and making presentations.

Planning, organizing, assigning, directing, reviewing and evaluating the work of staff.

Preparing clear and concise reports, correspondence and other written materials.

Mental and Physical Abilities:

Ability to establish and maintain effective working relationships with a variety of people.

Ability to analyze situations accurately and to adopt an effective course of action based on findings.

Ability to interact positively with the public and private sector; ability to communicate effectively.

Ability to be tactful, courteous and poised in difficult situations.

Ability to develop and maintain good community relations.

Working Conditions:

Work is performed in an office and in the field exposing the employee to various outside atmospheric conditions; to conditions such as fumes, noxious odors, dusts, mists, gases and poor ventilation that affect the respiratory system, eyes or the skin. The employee is occasionally exposed to persons who have contagious diseases/illnesses, volatile situations and imminent danger when performing the essential functions of the job.

NOTE: This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.