

Community Action Center

Employment Advocate - job description

Organization – The mission of Community Action Center (CAC) is to promote a healthy, caring, and just community for all people through resources, advocacy, and volunteer effort. A community-based, non-profit, human services organization, the CAC provides and advocates for the basic needs of people and families throughout Rice County. Its services and programs create a robust safety net for low-income families. These services include food access, housing, employment services, clothing, emergency assistance, youth services, transportation, health care, and more. CAC provides a drop-in resource center where immediate response and support is available. Its thriving and abundant food shelves serve fresh, healthy, and culturally relevant food to thousands of individuals each year. CAC owns and operates multiple housing projects, spanning from emergency shelter to permanent supportive housing. These housing programs include ongoing intensive case management services with tenants. Partnerships with local employers allow CAC to connect individuals to job opportunities and enhance job skills. Additionally, CAC's retail clothing store provides the entire community access to affordable clothing.

Currently, CAC is looking for an **Employment Advocate** to work alongside participants accessing CAC's menu of employment services. This position will work with people throughout Rice County.

Job Title: Employment Advocate

Reports to: Community Resource Director

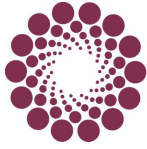
FLSA Status: Hourly, non-exempt

Hour Status: 20-40 hours/week depending on candidate needs

Job Summary – The principal purpose of the **Employment Advocate** will be to build trusting relationships with individuals accessing employment support and resources at CAC. The Employment Advocate will also develop and maintain collaborative relationships within our CAC team of Community Advocates, Housing Case Managers, Recovery Support staff as well as employers throughout the area. The Employment Advocate will support the SNAP Employment and Training grant in order to help people navigate all resources for employment readiness including resume building, job searches and applications, support services, accessing special certifications and credentials, and/or post-secondary certificates or diplomas to obtain employment.

Primary Responsibilities and Duties – CAC's success is based on the flexibility of its staff and volunteers to dynamically adjust to meet the needs of the community. The primary responsibilities for this job include:

- **Support Services** – Responsible for building trusting relationships with community members accessing CAC employment support. Tasks and activities to include:
 - Provide person-centered, trauma-responsive practices to engage and maintain relationships, exercise cultural humility and build trust and foster client dignity
 - Conduct intake and assessments to reflect the strengths, needs, and challenges identified by the participant as well as to determine eligibility for employment services and supports
 - Provide appropriate service coordination in response to intake and assessment, either through services within CAC or on a referral basis (this may include, but is not limited to: housing resources, emergency financial assistance, safety planning, county social services, emergency food access, clothing, transportation, etc.)
 - Assist people in applying for resources and benefits, offer educational assistance to application submission and screening process



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- Identify and reduce barriers to employment as well as provide holistic wrap-around supports for individual and/or family
- Develop individualized educational goals with participants and follow up to ensure wrap around supports are in place and participant feels connected to community
- Maintain client records and case notes in CAC database and Workforce One
- Verify SNAP enrollment through MAXIS database and pull data reports as needed for program compliance
- **Partnerships and Collaboration** – Responsible for building trusting relationships with employers. Tasks and activities to include:
 - Work in partnership with local employers to identify trends and gaps, resources needed, and opportunities for collaboration
 - Attend and actively participate in CAC team and staff meetings, trainings, and all staff events
 - Assist in building new relationships and employment connections

Qualifications – CAC is committed to finding the right person for the position. Ideal candidates will possess many of the following professional skills and abilities:

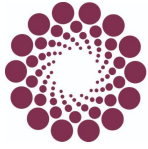
- **Interpersonal:** Work with integrity. Maintain confidentiality. Understand and comply with professional ethics and standards of practice. Contribute to building positive team spirit and put the success of the team above own interests. Recognize accomplishments of other team members. Seek increased responsibilities. Look for and take advantage of opportunities. Ask for and offer help when needed.
- **Work:** Solve practical problems and deal with a variety of concrete variables in situations where only limited direction may exist. Strive to continuously build knowledge and skills, research employment opportunities and market trends. Display original thinking and creativity. Include appropriate people in the decision-making process. Adapt to changes, delays, or unexpected events in the work environment. Ability to keep accurate and complete work records. Support cost saving measures. Set and achieve challenging goals. Provide supervision and coaching to support service volunteers.
- **Language:** Bilingual English/Spanish preferred
- **Time Management:** Prioritize and plan work activities. Use time efficiently. Arrive punctually each workday; complete assigned tasks within the required time frame.
- **Communication:** Speak clearly and persuasively in positive or negative situations; listen and seek clarification. Present and interpret numerical data and written information effectively.
- **Leadership:** Exhibits confidence in self and others. Inspire respect, trust, and motivate others to perform well and fulfill vision. Effectively influence actions and opinions of others. Accept feedback from others. Provides vision and inspiration to peers and subordinates. Give appropriate recognition to others. Display passion and optimism.

Certificates, Licenses, and Registrations:

- Must possess and maintain a valid Minnesota driver's license and personal auto insurance.

Work Environment and Physical Demands:

- Blend of typical office environment, with exposure to computers, copiers, scanners and printers with minimal noise level.



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Compensation – The position is designed as an hourly, non-exempt position. Annual salary will depend on experience and qualifications with a starting rate of \$16-\$18/hour plus benefits. Exceptional candidates may qualify for a higher salary range, with additional supervisory duties. The position will report to CAC's Community Resource Director. CAC offers flexible work arrangements, professional development opportunities, and a chance to creatively build and implement innovative ideas and solutions throughout the community.

Equal Opportunity – CAC is an equal opportunity organization. CAC believes that the most efficient and effective workplaces employ employees with diverse backgrounds. We strive to create a work environment where all employees and individuals, regardless of race, creed, color, religion, sex, national origin, age, marital status, political affiliation, sexual orientation, gender identity, disability, public assistance status or veteran status, can succeed and make an impact in the community.

Application and Hiring Process – CAC will be interviewing on a rolling basis until the position is filled. To apply, please submit a cover letter, resume, and contact information for three professional references to employment@communityactioncenter.org. Inquiries and questions can be sent to this same e-mail address or by contacting CAC Senior Director Anika Rychner at 507-664-3789.