

Advocacy Coordinator (F/T) BiLingual

Location: Riverview, FL

Full Time

We are in search of someone whose passion is connecting people in crisis with the resources needed to assist with a solution.

JOB DESCRIPTION:

Connect those in need with comprehensive wrap-around services, while working closely with other departments to ensure success of moving past a crisis and into a stable situation. Our Advocates work collaboratively with the Advocacy Director to ensure that all case notes are up to date and entered into the UNITY database on a consistent basis. You will research and collaborate with nonprofits, churches, and government agencies in order to connect people that come to us in need (neighbors) with timely resources and support. Case management notes for each neighbor will be kept up to date and maintained for up to 90 days.

ESSENTIAL FUNCTIONS:

Case Management- Connect those coming in for service with community resources such as financial assistance, affordable housing, transportation options, and subsidized childcare. Advocates meet daily with those in need and maintain detailed case notes and work closely with a team of volunteers. It is vital to maintain strict adherence to all systems, policies, and procedures pertaining to financial assistance, case management, and daily interactions.

Reporting- Maintain detailed case notes in the UNITY database, as well as ASO/Children's board, if applicable.

Fund Allocation- Work closely with the Advocacy Director to access and provide emergency funding.

Agency to Agency Collaboration- Liaison between ECHO and local social service agencies to pioneer, develop, and grow a system for social change in unincorporated Hillsborough County.

Other- Performs other functions as necessary or assigned. This is a Full-Time position, Mon-Fri and Thur evening. ***Bi-lingual is required for this position.***

Demonstrated Knowledge and Skills:

- Possess both verbal and written communication skills in order to communicate effectively with neighbors, volunteers, members of the community and colleagues
- Possess active listening skills
- Possess a high degree of social perceptiveness- being aware of others' reactions and understanding why they react as they do
- Proficient in Microsoft Office and Excel

- Ability to work in a high neighbor contact area and fast paced environment
- Utilize time management skills and tasks for self and others.
- Ability to recruit, encourage, train, motivate, and retain volunteers
- Ability to monitor/assess the performance of self and others in order to make improvements and take corrective action

**This position will require a level 2 background check upon employment.