



CENTRO LA FAMILIA
ADVOCACY SERVICES
FAMILY SUPPORT CENTER

JOB DESCRIPTION

Telecommunications Fraud Intervention and Prevention

TITLE: TEAM Consumer Advocate

25-Hours Part Time

Qualification:

Graduation from high school, two years college credit with 9 units in counseling, social services, human services; relevant work experience may substitute for education.

Experience:

Four years experience in a community based human service agency.

Essential Job Functions:

- Under supervision of the Program Manager is responsible for the delivery of advocacy services to agency clients.
- Assess client's needs, intervention to help resolve telecommunication issues; develop plans of action, maintains and follows-up with consumer to ensure problem resolution.
- Maintains accurate client records, with sufficient documentation to comply with the requirements of the funding source and meet professional standards of the organization.
- Identifies available community resources and refers clients as necessary, ensures that the referred services were suitable to client through follow up.
- When required, arranges and conducts 'informational clinics' for larger groups of clients or for community gatherings on public benefits, responsibilities, rights and resources to assist or help with concerns/issues/needs.
- Will participate in ongoing training and case review activities.
- Willing rural communities of Fresno County.
- Bilingual/Bicultural (Spanish/English).
- Recruit and coordinate consumer Policy Voice trainings for community organizations.
- Recruit residents to attend such as a public hearing, town hall, and/or candidate forum and voice view on consumer issues.
- Ability to listen well, understand and analyze the clients' issue.
- Ability to interpret rules and regulations.
- Good report writing, reading and verbal skills in English.
- Basic computer skills.
- Good recordkeeping, documentation and materials organization skills.
- Knowledge of community resources.
- Sensitivity to the issues of the low income community.
- Must be able to work well with others and able to operate effectively as team member.

- Good telephone etiquette.
- Other duties as needed.

Other Requirements:

Able to work a flexible schedule

Transportation and valid driver's license/car insurance

Reports to: Program Manager or Executive Director