

RESIDENT SERVICE ADVOCATE

DISTINGUISHING FEATURES OF THE CLASS:

This position performs a variety of office and field tasks to assist residents of the Poughkeepsie Housing Authority. Assistance is provided to residents of the Poughkeepsie Housing Authority in such areas as housing, recreation, finance, health care and transportation. Work is performed under the general direction of a higher level employee.

TYPICAL WORK ACTIVITIES:

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Assists residents who are in need of services by identifying and helping them obtain those services;
2. Provides information about various community services;
3. Identifies needs and problems through supportive face-to-face contacts in the office or through telephone contacts;
4. Provides residents with suggestions on options for resolving problems in such areas as housing, recreation, financial, health care, and transportation;
5. Acts as resident's advocate or authorized representative to ensure the delivery of needed services and benefits;
6. Assists residents in completing necessary forms, obtaining eligibility information, processing applications, etc.;
7. Performs office tasks associated with resident services such as processing forms, filing.

FULL PERFORMANCE KNOWLEDGE, SKILL AND ABILITIES:

Knowledge of the principles and practices needed to obtain information from individuals through structured conversations and interviewing situations;

Knowledge of the needs and problems of residents necessary to effectively serve in an advocacy capacity;

Knowledge of community agencies, facilities and services that may be utilized to help residents;

Ability to understand and carry out oral and written instructions;

Ability to communicate with older persons who may have physical or language difficulties;

Ability to communicate clearly and effectively both orally and in writing;

Ability to get along well with others and gain their cooperation;

Ability to perform record keeping activities;

Empathy in handling sensitive human problems;

Personal characteristics necessary to perform the duties of the position;

Physical condition commensurate with the demands of the position.

RESIDENT SERVICE ADVOCATE (Cont'd)

MINIMUM QUALIFICATIONS:

- EITHER: (A) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree and one year of either paid or volunteer experience in a non-clerical position supporting community or human services in a public or private agency;
- OR: (B) Graduation from high school or possession of a high school equivalency diploma and three years of the experience as indicated as above;
- OR: (C) An equivalent combination of training and experience as indicated in (A) and (B) above.

SPECIAL REQUIREMENT:

Possession of a New York State driver's license at time of appointment and to maintain position.

SPECIAL NOTE:

Candidates may be required to use their own vehicle for field work activities.

HU1309

ADOPTED: 06/19/01

REVISED: 08/26/04