

Advocate I

1. In rotation with other staff, greets clients over the phone and in person, assesses their needs, and provides them with information and/or referral to any relevant services; maintains a database of current community resources and services. (activities related to Medi-Cal outreach – 4)
2. Helps clients obtain, complete, and submit applications and forms for a variety of services, including housing, health insurance, education, employment, and others. (activities related to Medi-Cal application assistance – 8)
3. Provides immediate, short-term assistance to clients in crisis.
4. Provides basic life skills education.
5. Follows up on referrals and applications as necessary. (activities related to Medi-Cal case coordination and/or application assistance – 6, 8)
6. Collects, organizes, and records data about clients and services; enters data into a centralized system, and complies with the reporting requirements of all funders.
7. In collaboration with other staff, sets up and assists with the Center's food distribution.
8. Completes all training requirements, including maintaining any accreditation, as required by Community Bridges and its funders; engages in ongoing training and development to ensure effective programming.
9. Attends all required staff meetings.
10. Assists with all aspects of community events hosted by the Center.
11. Performs outreach to raise program visibility in the community—represents the program at events, distributes informational material, and maintains contact with other relevant organizations and government bodies. (activities related to Medi-Cal outreach – 4)
12. Assists in the training of new staff, interns, and volunteers through job shadowing.
13. May transport clients as needed. (Medi-Cal related transportation – 10)
14. May be required to work at other Family Resource Collective sites as needed.
15. Serves as a State Mandated Reporter for vulnerable populations.

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Advocate I – cont'd.

16. Communicates and works effectively and respectfully with people from different racial, ethnic and cultural groups and from different backgrounds and lifestyles; demonstrates a knowledge of and sensitivity to their needs. Will work with specialized populations that may include the homeless, foster families, youth on probation, and others.
17. Develops and maintains positive community relationships with clients, coworkers, supervisors, partners, stakeholders, and the public.
18. In accordance with the Community Bridges Customer Service Plan, provides excellent customer service to clients, colleagues, and the public.
19. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
20. Coordinates Medi-Cal covered health services for a client. (6)
21. Assists individuals and families with aspects of the Medi-Cal application process. (8)
22. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
23. Prepares proposals for expansion and enhancement of health and Medi-Cal services to clients and families based on intra and interagency coordination and collaboration. (15, 17)
24. Attends training related to the performance of MAA. (20)

Employee Signature (please sign in blue ink)

Date

Advocate II

1. In rotation with other staff, greets clients over the phone and in person, assesses their needs, and provides them with information and/or referral to any relevant services; maintains a database of current community resources and services. (activities related to Medi-Cal outreach – 4)
2. Helps clients obtain, complete, and submit applications and forms for a variety of services, including housing, health insurance, education, employment, and others. (activities related to Medi-Cal application assistance – 8)
3. Provides immediate, short-term assistance to clients in crisis.
4. Works with clients to assess their strengths and needs, helps them to develop goals, and then supports and follows-up on their progress.
5. Educates clients in a variety of life skills, including nutrition, parenting, and interpersonal communication; coordinates and leads support groups and classes.
6. Assists in the preparation of reports.
7. Collects, organizes, and records data about clients and services; enters data into a centralized system, and complies with the reporting requirements of all funders.
8. In collaboration with other staff, sets up and assists with the Center's food distribution.
9. Completes all training requirements, including maintaining any accreditation, as required by Community Bridges and its funders; engages in ongoing training and development to ensure effective programming.
10. Attends all required staff meetings.
11. Plans, coordinates, and implements community events hosted by the Center.
12. Performs outreach to raise program visibility in the community—represents the program at events, distributes informational material, and maintains contact with other relevant organizations and government bodies. (activities related to Medi-Cal outreach – 4)
13. Assists in the training of new staff, interns, and volunteers through job shadowing.
14. May transport clients as needed. (Medi-Cal related transportation – 10)
15. May be required to work at other Family Resource Collective sites as needed.

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Advocate II – cont'd.

16. Serves as a State Mandated Reporter for vulnerable populations.
17. Communicates and works effectively and respectfully with people from different racial, ethnic and cultural groups and from different backgrounds and lifestyles; demonstrates a knowledge of and sensitivity to their needs. Will work with specialized populations that may include the homeless, foster families, youth on probation, and others.
18. Develops and maintains positive community relationships with clients, coworkers, supervisors, partners, stakeholders, and the public.
19. In accordance with the Community Bridges Customer Service Plan, provides excellent customer service to clients, colleagues, and the public.
20. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
21. Coordinates Medi-Cal covered health services for a client. (6)
22. Assists individuals and families with aspects of the Medi-Cal application process. (8)
23. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
24. Prepares proposals for expansion and enhancement of health and Medi-Cal services to clients and families based on intra and interagency coordination and collaboration. (15, 17)
25. Attends training related to the performance of MAA. (20)

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Advocate III

1. In rotation with other staff, greets clients over the phone and in person, assesses their needs, and provides them with information and/or referral to any relevant services; maintains a database of current community resources and services. (activities related to Medi-Cal outreach – 4)
2. Helps clients obtain, complete, and submit applications and forms for a variety of services, including housing, health insurance, education, employment, and others. (activities related to Medi-Cal application assistance – 8)
3. Provides immediate, short-term assistance to clients in crisis.
4. Works with a defined caseload of clients to assess, plan, implement, coordinate, monitor, and evaluate the options and services required to meet the client's health and human service needs. (activities related Medi-Cal related case coordination – 6)
5. Participates in multi-disciplinary teams to coordinate client services. (activities related Medi-Cal related case coordination – 6)
6. Supports the Program Manager in a variety of areas, including drafting and reviewing documents and preparing reports as required by funders.
7. Educates clients in a variety of life skills, including nutrition, parenting, and interpersonal communication; coordinates and leads support groups and classes.
8. Collects, organizes, and records data about clients and services; enters data into a centralized system, and complies with the reporting requirements of all funders.
9. In collaboration with other staff, sets up and assists with the Center's food distribution.
10. Completes all training requirements, including maintaining any accreditation, as required by Community Bridges and its funders; engages in ongoing training and development to ensure effective programming.
11. Attends all required staff meetings.
12. Plans, coordinates, and implements community events hosted by the Center.

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Advocate III – cont'd.

13. Performs outreach to raise program visibility in the community—represents the program at events, distributes informational material, and maintains contact with other relevant organizations and government bodies. (activities related to Medi-Cal outreach – 4)
14. Trains and mentors interns and volunteers.
15. Assists in the training of new staff.
16. May transport clients as needed. (Medi-Cal related transportation – 10)
17. May be required to work at other Family Resource Collective sites as needed.
18. Serves as a State Mandated Reporter for vulnerable populations.
19. Communicates and works effectively and respectfully with people from different racial, ethnic and cultural groups and from different backgrounds and lifestyles; demonstrates a knowledge of and sensitivity to their needs. Will work with specialized populations that may include the homeless, foster families, youth on probation, and others.
20. Develops and maintains positive community relationships with clients, coworkers, supervisors, partners, stakeholders, and the public.
21. In accordance with the Community Bridges Customer Service Plan, provides excellent customer service to clients, colleagues, and the public.
22. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
23. Coordinates Medi-Cal covered health services for a client. (6)
24. Assists individuals and families with aspects of the Medi-Cal application process. (8)
25. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)

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Advocate III – cont'd.

- 26. Prepares proposals for expansion and enhancement of health and Medi-Cal services to clients and families based on intra and interagency coordination and collaboration. (15, 17)

- 27. Attends training related to the performance of MAA. (20)

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Date

Program Director

Management and Supervision:

1. Ensures that each site provides a positive, responsive environment with practices, services and systems that affirm and reflect the Principles of Family Support.
2. Is responsible for the development and implementation of participant advocacy and wrap around services, programming, and activities. Participates in and actively supports site-based events and activities.
3. Ensures the implementation of a regular program and services evaluation that provides key data and information for effective operations management; the process shall include participants, staff and partners.
4. Ensures a positive, culturally sensitive work environment that supports staff and offers opportunities for effective collaboration, professional development, and staff evaluations; maintains a safe work environment that complies with established HR and CB policies and procedures, regulations and union contracts.
5. Assists and supports program staff in general program work as needed.
6. Participates in Community Bridges' administrative responsibilities, including participation in CB's Management Team and Program Directors' meetings and related work; attends CB Board of Directors meetings as needed.
7. Develops and maintains effective working relationships with other CB staff members, representatives of funding sources, and others in regular contact with the program.
8. Fosters a spirit of inter-agency collaboration in working with the CB organizational structure and in collaboration with all partners, staff, and other groups as appropriate. Seeks counsel and assistance from standing committees, partners, and key volunteers to ensure organizational effectiveness. Participates in community strategic planning processes by being the expert on family support strategies and techniques. Informs, recommends and assists to ensure community input on behalf of Community Bridges to help improve and/or further develop programs and operations. (activities related to Medi-Cal program planning – 15/17)
9. Exhibits cultural competency with people from different racial, ethnic and cultural groups and from different backgrounds and lifestyles; demonstrates a knowledge of and sensitivity to their needs.

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Program Director – cont'd.

Fiscal Management and Resource Development:

1. Develops and monitors the program budgets and supervises the preparation of a variety of periodic and special reports regarding program activities and contracts in a timely manner; works in partnership with the programs' grants analysts, contracts department and Community Bridges administration.
2. In coordination with Community Bridges' development department, leads the community fund development activities for the FRC program and its sites, meeting or exceeding the annual fundraising goals.
3. Researches funding opportunities and writes, prepares and directs the submission of funding proposals, grant applications and required records and reports. In coordination with Community Bridges' development department, provides effective public relations outreach and materials that promote and enhance relationships with the media, community organizations, the business sector, government, and the general public.

Advocacy:

1. In partnership with the CB management team and the CB CEO, provides effective advocacy with public officials and other stakeholders that strengthens the communities served.
2. Is knowledgeable and articulate about the programs' various and emerging issues and needs.
3. Participates in statewide and local planning and advocacy efforts aimed at maintaining, developing and/or expanding family services as appropriate. Assigns other key staff as appropriate to participate in local advocacy efforts. (activities related to Medi-Cal program planning – 15/17)

Medi-Cal Administrative Activities:

1. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
2. Coordinates Medi-Cal covered health services for a client. (6)
3. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)

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Program Director – cont'd.

4. Prepares proposals for expansion and enhancement of health and Medi-Cal services to clients and families based on intra and interagency coordination and collaboration. (15, 17)
5. Assists to implement and oversee Medi-Cal Administrative Activities claiming process. (19)
6. Attends training related to the performance of MAA. (20)

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Date

Program Manager

1. ***Fiscal Management:*** Responsible for sound fiscal management practices, including monitoring and staying within assigned and approved budget. Communicates with FRC Program Director about any significant shifts and makes recommendations for future planning as appropriate.
2. ***Communication:*** Consistently practices effective mission-based communication, encompassing helpfulness, dignity, respect and leadership across all levels of the organization, including but not limited to: representatives of funding sources, governmental and community organizations, and others in regular contact with the agency. Communicates effectively and respectfully with people from different racial, ethnic and cultural groups, and from different backgrounds and lifestyles; demonstrates a knowledge of and sensitivity to their needs.
3. ***Internal Leadership:*** Develops and maintains positive professional relationships with FRC Program Managers and staff at other FRC sites. In coordination with the FRC Program Director, participates in collaborative planning across the FRC Collective. Where applicable, coordinates with Program Director to work with the program-level advisory council. (activities related to Medi-Cal program planning – 15/17)
4. ***External Leadership:*** Develops and maintains positive professional relationships with collaborative service providers, funders, and communities. Actively engages in community planning and county initiatives ensuring agency presence. (activities related to Medi-Cal program planning – 15/17)
5. ***Employee Development:*** In accordance with Community Bridges personnel policies and collective bargaining agreements, and in coordination with the FRC Program Director and Human Resources Department, supervisory responsibilities include hiring, promoting, compensating, training, disciplining, scheduling, directing, terminating, developing and performance management of employees, interns, and volunteers. This includes holding regular staff meetings, providing individual supervision, and conducting annual appraisals.
6. ***Strategic Planning:*** Develops strategic plans, sets objectives based on goals, mission and values, gathers input and knowledge of others, adjusts and monitors plans in coordination with FRC Program Director to ensure responsive programming to the changing community needs. Ensures that improvements to center operations and programs, including procedures, methods and systems are implemented as directed. (activities related to Medi-Cal program planning – 15/17)

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Program Manager – cont'd.

7. ***Development:*** Participates in the renewal and acquisition of new foundation grants and government contracts by providing reports, writing proposals, letters, and other communications in coordination with the FRC Program Director. Works with the FRC Program Director and Fund Development Department to organize fundraising events, as well as assists with development and implementation of new projects and/or events, as needed.
8. ***Seamless Service:*** Ensures that adequate staffing and protocols are in place to provide seamless service during office hours. Willingness to step in as needed to perform front-line services to program participants such as advocacy, case management, and enrollment in a variety of government programs. (Medi-Cal related outreach – 4)

Other Duties and Responsibilities:

9. Investigates and resolves issues arising from incident reports. Serves as the primary contact for FRC's co-located partners and programming.
10. Ensures that general outreach and marketing materials are clear, grammatically correct, and concise. In coordination with the FRC Program Director, maintains and edits social media presence.
11. With the FRC Program Director, prepares, maintains, collects and analyzes records and data for various grant requirements. Ensures compliance with agency guidelines and procedures. Assists with troubleshooting and development of new data collection systems as required or directed.
12. Ensures staff compliance with a shared directory of files and data, including inventory, orders, supplies, machine maintenance records, and common forms and files based on Community Bridges systems.
13. Coordinates outside contractors to ensure facility maintenance. Serves as primary contact for facility-related issues. In coordination with administration contracts department, troubleshoots and problem-solves facilities issues as they arise with landlord and/or janitorial staff.
14. Uses judgment and discretion when dealing with information gained during the course of work; maintains confidentiality as required.

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Program Manager – cont’d.

Medi-Cal Administrative Activities:

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3. Assists individuals and families with aspects of the Medi-Cal application process. (8)
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