



JOB DESCRIPTION

JOB TITLE	Community Services Advisor - GRANT FUNDED	DEPARTMENT	Community Services
REPORTS TO	Community Services Manager	FLSA EXEMPTION STATUS	Non Exempt

ORGANIZATION OVERVIEW

Project BRAVO builds bridges to opportunities that help individuals and families thrive in our Borderland community. Project BRAVO is a private nonprofit 501 (c) (3) corporation founded in 1965. It is the designated Community Action Agency (CAA) for El Paso County. Project BRAVO is funded by the Texas Department of Housing and Community Affairs through the Community Services Block Grant (CSBG) and various other funding sources. Project BRAVO provides services to approximately 20,000 individuals annually, operates six centers across El Paso, and provides programs and services including: Adult Basic Education, Patient Assistance Program, Intensive Case Management, Utility Assistance, Weatherization & HVAC Repair, First Time Homebuyer Education, Foreclosure Prevention, and Affordable Housing Apartments.

JOB SUMMARY

Under direct supervision of the Community Services Manager, the Community Services Advisor (CSA) conducts administrative tasks, intake coordination, application and documentation review, and eligibility determination for Project BRAVO programs and services. The CSA is responsible for the financial intake for each client to determine program eligibility. The CSA ensures that all required client information is received and processed. The CSA is also tasked with administrative duties such as managing paperwork, handling data entry, engaging with and answering phones.

Individuals in this position should be able to work in a fast-paced environment and have the time-management and multitasking skills necessary to perform a variety of duties concurrently. Speaking with and collecting information from clients and referral sources requires strong interpersonal skills, and attention to detail. The CSA should also have a solid understanding of community resources to provide client referrals.

RESPONSIBILITIES AND DUTIES

1. Reviews client applications for completeness and accuracy and ensures the client information is received and processed in a timely manner.
2. Performs financial screening for intake assessments to determine client’s eligibility for Project BRAVO programs and services.
3. Maintain customer’s information confidential at all times by ensuring that all required information is securely placed in file cabinets and/or password protected files.
4. Follow Texas Administrative Code (TAC) rules and adhere to Agency standard operating procedures.
5. Provides an overview of Project BRAVO programs and services to each client and follows-up to ensure that services are appropriately provided. Offers referral information to individuals for other Project BRAVO services and community resources.



6. Interacts and communicates with staff, customers, volunteers, agency representatives, and other non-profit organizations in the community.
7. Attends community outreach events and provides information about Project BRAVO services and programs and maintains an effective referral base for customers.
8. Perform other duties as assigned.

QUALIFICATIONS & SKILLS

- A minimum of a High school diploma or GED.
- At least two (2) years of directly related experience to the duties specified.
- Must have at least one year of experience in the social services sector, nonprofit, and/or similar settings.
- Must obtain SAVE (Electronic Immigration Status Verification) certification within 30 days of employment.
- Must be able to communicate effectively orally and in writing.
- Bilingual in English and Spanish is required.
- Proficient in Microsoft Office AND Google Suite programs.
- Must possess a valid driver's license and liability automobile insurance. Must be able to utilize a personal vehicle for company business.

GRANT-FUNDED POSITION

- This position is grant-funded, it is limited in time to the duration of the grant.
- Employment with Project BRAVO is contingent on the availability of adequate funding.
- Efforts will be made to provide as much advance notice as possible of the position end date.
- Employee may apply to other positions at Project BRAVO after the successful completion of the probation period.



This job description is intended to describe the nature and level of work being performed by people assigned to this position. It is not to be construed as an exhaustive list of all responsibilities and duties required of the job incumbents.

Upon review of the job description and requirements:

- I am able to perform the essential functions of the job.
- I am not able to perform the essential functions of the job without accommodations.
- Please list the accommodations needed to perform the job functions:*

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- I am not able to perform the essential functions of the job even with accommodations

I have reviewed the Patient Assistance Program Advisor job description and have received a copy of the job description. I have reviewed this job description and I understand all the job duties and responsibilities. I am able to perform the essential functions as outlined. I understand that the job description may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description.

If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the Human Resources staff. I have discussed any questions I may have had about this job description prior to signing this form.

Employee Name (Please Print): _____

Employee's Signature: _____

Date: _____