



Job Title: Community Assistance Network (CAN) Advocate

Reporting to: Community Impact Coordinator

Department: Community Impact and Operations

Classification: Full-time and part-time available; Hourly wage

Shifts available between the hours of 8:00 AM to 6:30 PM

Location: Yorktown, VA (THIS IS NOT A REMOTE POSITION)

Overall Purpose of this Role:

The Community Assistance Network (CAN) Advocate functions to support United Ways' collective impact work of providing advocacy and referral services. By connecting people to available resources for basic needs and ongoing assistance, the CAN Advocate is essential to helping people avoid and address poverty-related crises and create Pathways out of Poverty.

Key Competencies

- Models **kindness** with internal and external customers, upholding United Way's commitment to equity and unity
- Understands and consistently practices **responsiveness** and **accountability** to all customers
- **Communicates clearly** and concisely with people from diverse backgrounds
- **Coordinates** with multiple partners
- **Manages** multiple case records including customer time as well as associated administrative duties and timelines
- **Adapts** to changing needs and service delivery systems
- Practices professional **boundaries**
- **Advocates** on behalf of those in need
- Able to **problem solve creatively**

Key Responsibilities

- Actively listen with empathy to individuals experiencing vulnerability and crisis
- Collect and utilize information to determine eligibility for various programs and services and identify perceived and unperceived needs
- Work diligently and advocate on behalf of customers to connect those in need to available resources
- Complete intake forms, referral forms, other needed documents, and referral processes for diverse partnerships
- Enter data into appropriate customer record systems
- Manage multiple phone lines; transferring calls

Requirements

- Knowledge of and experience navigating human services and social systems
- Basic knowledge of Microsoft Office Suite
- Customer service experience
- Preferred: lived experience of poverty on the Peninsula; skills in motivational interviewing

To apply:

Send your resume/inquiry to info@uwvp.org