



Community Advocate

Job Description

GENERAL JOB INFORMATION

Job Code:	900133
Title:	Community Advocate
Reports To (title):	Supv/Mgr, Community Advocacy
Date Last Revised	10/14/2016 3:09:55 PM
FLSA Classification:	Exempt
Job Family:	Public Aff
Job Function:	Advocacy

JOB SUMMARY

Cultivates relationships with community based organizations, advocacy and civic/community leaders throughout an assigned area or state. Researches social safety net providers (community based and other) in order to populate and update "My Family Navigator," a database of regional social safety net programs and services, and identify creative gap-fill strategies and fundraising opportunities with state and regional leadership as dictated by available social safety net and public health statistics.

ESSENTIAL FUNCTIONS

Note: The following is not intended to be an exhaustive list of all duties required of this position

Key Duties and Responsibilities

- Researches social safety net providers and services in assigned local market to build relationships with important community based organizations, advocacy and civic/community leaders, schools, faith-based organizations and other service organizations.
- Maintains relationships with important social safety net providers in order to populate and update "My Family Navigator," (Navigator) a database of regional social safety net programs and services.
- Utilizes social safety net data in Navigator to identify gaps when compared to county public health data and membership data. Determines and identifies creative gap-fill strategies.
- Establishes and plugs into regional community planning efforts through HealthConnection Councils in order to help identify creative community based gap-fill strategies using local knowledge of needs and resources combined with community health and Navigator data.
- Establishes need-based partnerships with social safety net providers working in evidence-based programs with positive health outcomes.
- Identifies inbound and outbound grant opportunities and pursues obtainment in collaboration with Advocacy & Community Based Programs Department.
- Serves as a community advocate for WellCare at local events and activities.
- Performs other duties as assigned

Additional Position Responsibilities – Optional

MINIMUM QUALIFICATIONS

Education

State the minimum required for the job

Education Level	Education Details	Required/Preferred
A Bachelor's Degree in or equivalent work experience	social work, public health, social services or related field directly related to performing the duties and level of the position	Required

Work Experience

State the minimum required for the job

Experience Level	Experience Details	Required/Preferred
1+ year of experience in	proven success working in community advocacy and/or "grass roots" advocacy efforts to achieve results.	Required
1+ year of experience in	non-profit, advocacy, community organization, or social work/social services.	Required
Other	Sales experience	Preferred

Licenses and Certifications

List professional licenses and certifications associated with this job

Licenses/Certifications	Other Licenses/Certifications	Required/Preferred
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Skills

State the minimum required for the job

Skill Sets	Other Skills	Proficiency
Ability to effectively present information and respond to questions from families, members, and providers		Beginner
Ability to represent the company with external constituents		Intermediate
Ability to work independently		Intermediate
Demonstrated negotiation skills		Beginner
Demonstrated interpersonal/verbal communication skills		Intermediate
Demonstrated time management and priority setting skills		Intermediate
Knowledge of community, state and federal laws and resources		
Other	Ability to establish relationships with community leaders	Beginner
Other	Knowledge of Medicaid regulations and programs and/or knowledge of public health	Intermediate

Technology

List technical skills associated with the job

Technology	Other Technology	Proficiency	Required/Preferred
Microsoft Excel		Beginner	Required
Microsoft Outlook		Beginner	Required
Microsoft Word		Beginner	Required
Microsoft PowerPoint		Beginner	Required

Languages

List all that apply

Languages	Other Languages	Required/Preferred
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SCOPE

Level of Supervision Received:

A statement which describes the level of independence for this position.

- Under general supervision, proceeds alone on regular duties, referring questionable cases to supervisor.

Level of Supervision Exercised:

(Select all that apply)

	Positions Supervised
Individual Contributor	

Impact:

A statement which describes the impact to the company regarding contributions, decisions, recommendations or actions taken by the incumbent.

- Failure to achieve results or erroneous judgments may require the allocation of additional resources to correct and / or achieve goals.

Problem Complexity:

A statement which describes how clearly a problem is defined when presented, how much additional effort is required to understand the nature of the problem and the typical timescales for resolution.

- Provides resolution to an assortment of problems that are typically well defined, but some clarification or judgment is needed to proceed. Uses judgment within defined practices / procedures to determine appropriate action.

PHYSICAL DEMANDS AND WORKING CONDITIONS

Physical Demands

While performing the duties of this job, the associate is required to meet the following physical demands:

Physical Demand	None	Seldom	Occasionally	Frequently
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Reading				X
Writing				X
Sitting				X
Standing				X
Walking				X
Bending, stretching or reaching				X
Driving				X
Talking on the phone, person-to-person, and in group				X
Hearing on the phone, person-to-person, and in groups				X
Vision for near, midrange, far, peripheral, depth and color				X
Use of computer				X
Use of telephone				X
Use of office equipment				X
Pushing/pulling/lifting/carrying from 5 to 50 lbs.		X		

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Working Conditions

While performing the duties of this job, the associate is required to meet the following working conditions:

Working Condition	None	Seldom	Occasionally	Frequently
Exposure to extreme heat	X			
Exposure to extreme cold	X			
Exposure to wet/humid conditions	X			
Exposure to fumes/dust/dirt/smoke	X			
Exposure to confined areas	X			
Exposure to high places	X			
Use of safety equipment/clothing	X			
Use of heavy machinery/tools	X			
Exposure to noise		X		

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Travel Requirements	May spend up to 75 % of time traveling with exposure to inclement weather and normal traffic hazards
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End of Job Description