

Association for the Relief of Aged Women of New Bedford

Job Description | ARAW Beneficiary Advocate

FULL TIME – 40 hours/week

General considerations:

- Strong interpersonal, communication and telephone skills.
- Computer and Microsoft Office suite proficiency: Word and Excel
- Attention to detail, ability to multi-task and organizational skills a must.
- Commitment to positive and collegial communication.
- Accountability, reliability and follow through.
- Integrity and maturity to handle confidential aspects of the work.
- Valid driver's license and reliable car.
- Comfort in traveling and visiting multiple home environments.
- Multilingual, preferred (English, Portuguese, Spanish).
- Must pass a criminal background (CORI) screening.

Responsibilities:

- Supports the philosophy of the ARAW.
- Adheres to all personnel policies and expectations outlined in the ARAW Employee Policy Handbook.
- Works cooperatively with staff and board of the ARAW, community partners and community resources to achieve the priorities of the association and meet the needs of qualified beneficiaries.
- Possesses up to date knowledge of challenges faced by aging women in the Greater New Bedford community.
- Comprehensive knowledge of current community resources, programs and supports available to the elderly population.
- Reacts quickly, patiently and appropriately to urgent or challenging situations.
- Presents a positive image of the ARAW.
- Continuously strives to improve job performance through feedback.
- Supports the process of program evaluation and improvement.

Duties and tasks:

- Builds strong relationships by representing the ARAW's mission, vision and values in the community.
- Determines eligibility of prospective beneficiaries in a timely and thorough manner as prescribed by the Board of Directors, Beneficiary Committee and Executive Director.
- Conducts in-home assessments to establish eligibility and present financial needs of each beneficiary.
- Completes cover letter and two-page applications for each applicant in a thorough and a timely manner.
- Assesses for and refers beneficiaries to needs-based assistance including, but not limited to, fuel assistance, SNAP, Mass Health, PACE, Money Management and other services at the federal, state and local levels.
- Works with a portfolio of eligible beneficiaries, as approved by the Board of Directors or at the discretion of the Executive Director, to ensure needs are met.
- Updates financial records of active beneficiaries on an annual basis or as directed by the Executive Director.
- Responds to inquiries made by Executive Director or Board in a timely manner.
- Reports on daily and monthly activities as directed by the Executive Director.
- Other tasks, as assigned.