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| 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.