



Internal Job Posting Announcement

Date: 02/06/2026
Program: Community Services- CSBG/LIHEAP
Job Title: Community Services Advocate
Location: Cocke County NSC
FLSA Status: Non-Exempt, Full-time; 37.5 hours per week
Salary Grade: 13 (13.83 per hour)
Reports to: NSC Manager

POSITION SUMMARY: Serves as a liaison for low-income residents and the NSC, providing service information and referrals.

DUTIES AND RESPONSIBILITIES / ESSENTIAL JOB FUNCTIONS:

- Learns all aspects of the services offered at the Neighborhood Service Center, including CSBG services, LIHEAP, the Assurance 16 Initiative, and vendor-funded assistance programs.
- Greets clients and visitors, assesses needs and provides referrals or assistance accordingly.
- Assesses clients' needs and refers or assists accordingly.
- Receives client applications, ensures all documentation is correct according to guidelines and procedures.
- Maintains up-to-date client records as required and assists with all services, as needed, at the NSC.
- Maintains adequate supplies of all NSC program applications and forms.
- Maintains inventory records and supplier information for Necessity Closet items and restock as needed.
- Assists the NSC Manager with all functions at the NSC, including preparation for, maintenance of, and servicing of LIHEAP intakes.
- Performs other duties as assigned.

OTHER JOB RESPONSIBILITIES:

- Maintains overall appearance of the NSC, including but not limited to personal office space, lobby, restrooms, break room, pantry areas, parking lots, and outside NSC area steps, ramps, porches and sidewalks.
- Notifies applicants of their rights including the right to appeal.
- Travels within the county, to and from the DCEA Central Office and to meetings when necessary.
- Must have valid driver's license and proof of insurance on vehicle.
- Maintains confidentiality of client and agency information.
- Complies with all rules, policies and procedures of DCEA.
- Does not discriminate in the provision of services and makes sure that no person is excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program, activity, or benefit because of race, color, religion, gender (including sexual orientation and gender identity), age, citizenship, ethnicity, national origin, disability, marital status, genetic information, or veteran status unless those exclusions are based upon bona fide qualifications mandated by program service eligibility criteria.
- This job may change at any time for any or no reason.

WORK SITE: Cocke County NSC

SUPERVISORY RESPONSIBILITIES: Does not supervise anyone.



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ROLE QUALIFICATIONS:

Education and Experience Requirements:

- High School diploma or GED required; Associates preferred.
- Experience in detailed record keeping and working with low-income populations.

Other Knowledge, Skills, and Abilities:

- Strong attention to detail and ability to understand and comply with program grant requirements.
- Proficient in compiling and maintaining client records while handling confidential information with discretion.
- Effective communication skills with low-income clients, coworkers, and the general public.
- Reliable, punctual, dependable, accurate, and thorough in completing responsibilities.
- Proficient in computer applications including word processing, spreadsheets, and data entry; competent in the use of multi-function office equipment.

WORKING CONDITIONS:

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.

- While performing the duties of this job, the employee is regularly required to sit, stand, walk, use hands and fingers, handle or feel objects; and reach with hands and arms, talk or hear. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus. The employee must occasionally lift and/or move up to 25 pounds.

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:

- The work environment requires the employee to work primarily inside, in temperature-controlled conditions. The noise level is usually quiet to moderate.

Equal Opportunity Employer

Application Deadline: Applications accepted until the position is filled.

To Apply: Send resume to Human Resources email: jcody@douglascherokee.org or mail to DCEA Human Resources, 534 East First North Street Morristown, TN 37814.