

**Job Title:** Consumer Advocate

**Position Reports to:** Program Manager of The Family Center

**Work Schedule:** 20 hours per week, evening and weekend hours

**Classification:** Part Time, Non-exempt, Hourly

**Summary:** Actively work with agency staff, consumers and community partners to increase awareness and access of needed resources and to support consumers through the Local Consumer Program located at The Family Center & Community Connections of Brockton, working in cooperation with the Massachusetts Attorney General's Office.

**Essential Functions:**

- Develop and maintain a current list of available resources in the community.
- Attend and present at local agency and community meetings to increase awareness and capacity of the Local Consumer Program.
- Develop, coordinate and implement programs that are in line with the identified needs of the community and reflect the goals and mission of the Local Consumer Program Grant.
- Effectively coordinate with the Attorney General's Office of consumer Advocacy and Response Division to mitigate consumer complaints.
- Ongoing case management and outreach events throughout designated service areas.
- Attend regularly scheduled in-person and/or telephone conference calls scheduled by the Massachusetts Attorney General's Office.
- Share relevant information with all staff regarding resources and processes.
- Create marketing templates that can be utilized and updated in the future.
- Develop consumer rights awareness content for social media campaigning on all media accounts and in the South Shore Community Magazine.
- Gather testimonials from existing consumers, volunteers, families served and community partners.
- Attend community coalition meetings as directed.
- Complete all required grant, state or other reporting in a timely manner.
- Enter data into database software and update as needed.
- Assist and support all related day-to-day operations as directed.

**Skills:**

- Experience with social media platforms including Facebook, Instagram, Twitter and TikTok.
- An ability to access, interpret, and share social media analytics data.
- Experience providing consumer education on consumer rights.
- Working knowledge of legal systems and remedies available for dispute resolution.
- Proficient written and verbal communication in multiple languages.
- Experience facilitating trainings and community meetings.
- Solid and demonstrated interpersonal skills.
- Capacity to work with diverse groups.
- Ability to effectively present information and respond to questions from consumers, clients, community partners and the general public.
- Experience with client tracking software preferred.

**Education and Experience:**

- Bachelor's Degree preferred.
- Bi-lingual: English and Haitian Creole.
- Experience in human service environment.
- Experience in social media marketing and communications.

**Physical Demands:**

- Able to lift up to 30 lbs.
- Moving tables or chairs to set up for presentations or activities.
- Carrying boxes of supplies or fliers for programs.
- Able to squat or sit on the floor when doing activities with children.
- Stand for two to three hours per shift if presenting or running a program.

**Other Requirements:**

- Valid driver's license.
- Access to reliable transportation.

**Job Title:** Consumer Advocate

**Position Reports to:** Program Manager of The Family Center

**Work Schedule:** 20 hours per week, evening and weekend hours

**Classification:** Part Time, Non-exempt, Hourly

**Summary:** Actively work with agency staff, consumers and community partners to increase awareness and access of needed resources and to support consumers through the Local Consumer Program located at The Family Center & Community Connections of Brockton, working in cooperation with the Massachusetts Attorney General's Office.

**Essential Functions:**

- Develop and maintain a current list of available resources in the community.
- Attend and present at local agency and community meetings to increase awareness and capacity of the Local Consumer Program.
- Develop, coordinate and implement programs that are in line with the identified needs of the community and reflect the goals and mission of the Local Consumer Program Grant.
- Effectively coordinate with the Attorney General's Office of consumer Advocacy and Response Division to mitigate consumer complaints.
- Ongoing case management and outreach events throughout Greater Plymouth County.
- Attend regularly scheduled in-person and/or telephone conference calls scheduled by the Massachusetts Attorney General's Office.
- Share relevant information with all staff regarding resources and processes.
- Create marketing templates that can be utilized and updated in the future.
- Develop consumer rights awareness content for social media campaigning on all media accounts and in the South Shore Community Magazine.
- Gather testimonials from existing consumers, volunteers, families served and community partners.
- Attend community coalition meetings as directed.
- Complete all required grant, state or other reporting in a timely manner.
- Enter data into database software and update as needed.
- Assist and support all related day-to-day operations as directed.

**Skills:**

- Experience with social media platforms including Facebook, Instagram, Twitter and TikTok.
- An ability to access, interpret, and share social media analytics data.
- Experience providing consumer education on consumer rights.
- Working knowledge of legal systems and remedies available for dispute resolution.
- Proficient written and verbal communication in multiple languages.
- Experience facilitating trainings and community meetings.
- Solid and demonstrated interpersonal skills.
- Capacity to work with diverse groups.
- Ability to effectively present information and respond to questions from consumers, clients, community partners and the general public.
- Experience with client tracking software preferred.

**Education and Experience:**

- Bachelor's Degree preferred.
- Bi-lingual: English and Cape Verdean Creole.
- Experience in human service environment.
- Experience in social media marketing and communications.

**Physical Demands:**

- Able to lift up to 30 lbs.
- Moving tables or chairs to set up for presentations or activities.
- Carrying boxes of supplies or fliers for programs.
- Able to squat or sit on the floor when doing activities with children.
- Stand for two to three hours per shift if presenting or running a program.

**Other Requirements:**

- Valid driver's license.
- Access to reliable transportation.