Family Services

Position Title: Family Services Caseworker – Housing and Financial Literacy
Immediate Supervisor: Family Services Supervisor
FLSA Status*: Non-exempt - Full-Time
Positions Supervised: Yes

**Position Summary:** The Housing and Financial Literacy position will focus on community outreach, one-on-one financial literacy education, group financial literacy education, pre-purchase counseling, and foreclosure default counseling. Continuous education on credit reporting, lending products and mortgage knowledge. Caseworker will provide assessment, advocacy and case work for low and medium income households requesting housing assistance with the end result of self-sufficiency.

**Duties and Responsibilities:**

- Must become a HUD-certified caseworker within 6-months of hire.
- Ability to problem solve client cases while utilizing internal and external referral resources.
- Ability to work with short-term and long-term clients concurrently.
- Ability to work with grants/special funding and follow compliance and documentation guidelines.
- Demonstrate commitment to strengths-based approaches to service delivery, principles of self-determination and person-centered planning.
- Understand and respect individual choices and diversity.
- Able to work with clients to develop a budget and make recommendations.
- Must be detail-oriented and well-organized with the ability to record case notes in a timely manner.

**Qualifications:**

- Exercise considerable judgement with a high level of confidentiality.
- A high level of computer expertise in Microsoft Office products including Word, Excel, and PowerPoint.
- Strong interpersonal, written, and verbal communication skills, including producing clear, concise reports.
- Ability to balance multiple tasks simultaneously.
- Superior organizational skills and attention to detail.
- Good writing skills and the ability to analyze extensive data and create written reports with accuracy and brevity.
- Ability to maintain professional boundaries and engagement skills with a challenging population and in non-traditional work conditions.
- Evidence of ongoing training and education in related areas such as financial, mental illness, substance abuse, and/or homelessness.
Education and/or Experience:
- Associate’s degree in Business, and/or two years’ experience in Real Estate/Banking/Finance. Bilingual is a plus.

Certificates and Registration:
- Successful completion of BCI/FBI background screening.
- Successful completion of Exclusion Checks.

Physical Demands:
- 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 duties of this job, the employee is frequently required to sit, talk, and hear.
- The employee is required to stand, walk, and climb stairs
- The employee must occasionally lift and/or move up to 25 pounds.

Reports To: Alice Harden, Family Services Supervisor

3.2 Posting of Openings

Catholic Charities of Ashtabula County desires to promote qualified employees from within where it believes that is possible, consistent with the need to assure that all positions are staffed by highly competent individuals. New job openings generally will be posted on employee bulletin boards. Prior to any outside recruitment, the Agency will announce all new positions within the Agency for five consecutive working days (Employee Manual, pg. 10).

* Fair Labor Standards Act (FLSA)

Financial Literacy: Posting: 5/2023