

CATHOLIC CHARITIES OF SOUTHEAST TEXAS
Job Description

Position: Director - ABC

Salary Range: E-4

Job Classification: Salary – Exempt / Full-Time

General Description: Responsible for overall program management and the provision of Homebuyer and Financial Education and individual case management/housing counseling for the Asset Building Case Management (ABC) Program.

Organizational Relationships:

Reports to: Vice President of Programs

Works in collaboration with other agency staff and Program Directors, community leaders, other social service agencies, volunteers and clients.

Essential Duties and Responsibilities:

- Provide supervision to ABC Program Staff and conduct annual performance evaluations.
- Provide training to new ABC Program Staff and provide on-going training for current staff.
- Keep abreast of all HUD Housing Counseling regulations, National Industry Standards for Homeownership Education and Counseling (Industry Standards), and Fair Housing Laws.
- Maintain HUD and Industry Standards' guidelines and code of ethics.
- Obtain HUD Housing Counselor Certification by August 2020 and maintain thereafter.
- Ensure agency maintains status as a HUD approved housing counseling agency.
- Assess clients' financial situation based on the information furnished by the client. Assist clients in developing a budget and setting financial goals. Produce written action plan that supports the course of action that promotes the clients' best interests or the clients' choice of action. Motivate the client to implement the established plan.
- Perform elements of on-going casework as needed to provide service and problem-solving assistance for client inquiries and money management.
- Assess clients' eligibility for and enroll eligible clients into an Individual Development Account (IDA), a matched savings account to enable a low-income family to save money for buying a home or paying for post-secondary education.
- Provide information to clients including, but not limited to foreclosure prevention, bankruptcy, collection action, court judgment, credit education, credit reports, housing issues, consumer protection laws, student loans, wage attachments, etc.
- Explain credit report ratings and protection laws to clients and provide answers to clients' questions.

- Facilitate Volunteer Income Tax Assistance (VITA) program yearly, including volunteer recruitment, training, and supervision.
- Prepare materials for financial/homebuyer education workshops; coordinate workshops; facilitate workshops throughout CCSETX's 9-county service territory.
- Stay knowledgeable of the Consolidated Plan and Analysis of Impediments (AI) for all jurisdictions within the agency's service territory in order to address barriers to fair housing.
- Participate in Fair Housing Conference and other activities to affirmatively further fair housing.
- Audit client files to insure compliance with the current regulations. Insure that Catholic Charities' policies are followed in all files.
- Participate in special projects as assigned by management.
- Perform outreach activities intended to identify low- to moderate-income families needing support and assistance.
- Maintain appropriate documentation of client files, group education files (confidential files) and fair housing activities.
- Secure and maintain accurate service delivery statistics, evaluating outcomes and informing Vice President of Programs of servicing issues, trends and cost implications.
- Document requests for services the program currently does not provide and report to the Vice President of Programs; provide suggestions for program enhancement as applicable.
- Submit all necessary and appropriate documentation to the Vice President of Programs and President/CEO and/or administrative support services.
- Read and understand all program funding guidelines (ex. HUD) and ensure all program staff adhere to funding guidelines and CCSETX policies and procedures.
- Participate in the development of program policies and procedures, logic model and evaluation measures.
- Attend periodic training or workshops as needed and relative to the position.
- Network with existing social service agencies, housing authorities, financial institutions and other organizations and officials to establish referrals and outreach models.
- Prepare and monitor a program budget and adhere to it.
- Perform other duties as required by the President/CEO, such as preparing for, attending and/or supporting special events and projects. Examples include: assisting with outreach activities, participating in staff retreats, United Way or other Funders' visits, agency fairs and speaking engagements, as deemed applicable.

Nonessential Duties and Responsibilities:

Performs other duties as assigned by the Vice President of Programs and President/CEO.

Supervisory Responsibilities:

Direct supervision of ABC Program Coordinator and volunteers

Minimum Education:

Bachelor's degree in Social Work, Psychology, Counseling or related field required. Master's level preferred.

General Qualifications:

- Background in counseling, psychology or social work and/or financial education and experience working with people of low-income.
- HUD Housing Counseling Certification or ability to obtain HUD Certification by August 2020.
- Must be able to work evenings and weekends.
- Demonstrated sensitivity to diverse cultures.
- Proven leadership, administrative and organizational abilities.
- Strong written, verbal and presentation communication skills.
- Must have adequate/available and reliable transportation.
- The employee must provide a copy of their valid Driver's license and proof of personal automobile insurance to the Administration Office.

Equipment Used:

Telephone, personal computer, copier and fax machine.

Working Conditions:

Work is carried out in a controlled, agreeable environment as generally represented by Catholic Charities. Financial/homebuyer education workshops and client appointments will also take place at other locations throughout the 9-county service territory. All travel will be pre-approved by the Vice President of Programs or President/CEO.

Work Environment:

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.

Contacts:

Requires contact by telephone, in writing, and in person with all stakeholders including but not limited to clients, prospective clients, other service providers, volunteers, and government agencies.

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 duties.

While performing the duties of this job, the employee is regularly required to use hands to handle or feel and talk or hear. The employee will be required to periodically stand, and walk. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and ability to adjust focus.

Mental and Aptitude Requirements:

Job requires ability to hear and talk; strong writing skills; analytical, conceptual, problem – solving and decision-making skills; and handling multiple tasks within the confines of deadlines.

Work Performance Measures:

- Must report to work on time.
- Must dress appropriately.
- Must keep all work accurate and current.
- Must adhere to agency employee handbook of personnel policies.
- Must maintain high level of knowledge of the program, its requirements, functions, and status, etc.
- Must adhere to the agency handbook of accounting policies and procedures.
- Must be responsible for protecting the confidentiality of information that may be of a personal or sensitive nature pertaining to employees, clients and/or the overall Catholic Charities agency.
- Must respect the client’s right to self-determination.
- Must have flexibility in scheduling, availability for evening and weekend commitments.

Job Description Review and Acceptance:

I understand this job description and its requirements; I understand that this is not an exclusive list of the job functions and that I am expected to complete all duties as assigned; I understand the job functions may be altered by management without notice; I understand that this job description in no way constitutes an employment agreement and that I am an at-will employee.

Director, Asset Building Case Management Program

_____/_____/_____
Date

Vice President of Programs

_____/_____/_____
Date