

CATHOLIC CHARITIES OF SOUTHEAST TEXAS
Job Description

Position: Director - ABC

Salary Range: E-4

Job Classification: Salary – Exempt / Full-Time

General Description: Responsible for all aspects of the Asset Building Case Management (ABC) Program including coordination and provision of education classes, counseling/case management, and financial services. The program assists low-to-moderate (LMI) individuals and families in developing and achieving their financial and housing stability goals.

Organizational Relationships:

Reports to: Vice President of Programs

Also works with: Accounting Source and Administration Support Services, Program Directors and Staff Members, Board of Directors and Committees, Community Leaders, Donors and Funding Sources, Volunteers, Interns and Clients.

Essential Duties and Responsibilities:

- 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.
- Maintain HUD Housing Counselor Certification and compliance with all HUD filing requirements including but not limited to quarterly submission of the HUD 9902.
- Ensure agency maintains status as a HUD approved housing counseling agency and is listed on all housing referral service websites.
- Complete full intake and assessment of clients' needs and financial situation. In conjunction with client, develop goals and written action plan. Assist clients in developing budgets/spending plans. Establish meeting frequency for one-on-one counseling; encourage participation in appropriate class offerings.
- Document all client encounters as required by HUD and agency standards in paper and electronic files.
- Secure and maintain accurate service delivery statistics, evaluating outcomes and informing Vice President of Programs of servicing issues, trends, and cost implications.
- 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 nine-county service territory.
- Stay knowledgeable of the Consolidated Plan and Analysis of Impediments (AI) for all jurisdictions within the agency's service territory to address barriers to fair housing.
- Participate in Fair Housing Conference and other activities to affirmatively further fair housing.

- Participate in special projects as assigned by management.
- Perform outreach activities intended to identify LMI families needing support and assistance.
- 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 program.
- 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.
- Provide training and supervision to ABC Program staff and volunteers.
- Responsible for annual performance evaluations on all direct reports.
- 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, Housing Stability Coordinator, Case Workers/Managers, and volunteers.

Minimum Education:

- Bachelor's degree in Social Work, Psychology, Counseling, Business, Finance, or related field required. Master's level preferred.
- Certification with the Department of Housing and Urban Development (HUD) as a Housing Counselor or obtain certification within six months of date of hire.

General Qualifications:

- Background in counseling, psychology, or social work and/or financial education and experience working with people of low-income.
- Must be able to work evenings and weekends.
- Demonstrated sensitivity to diverse cultures.
- Bi-lingual in Spanish a plus.
- Proven leadership, administrative and organizational abilities.
- Demonstrates strong written and verbal skills, including teaching and public speaking.
- 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 conducted 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 manage 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 ten pounds and occasionally lift and/or move up to twenty-five 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 managing 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 and willingness to travel.