



MISSION

To provide assistance and advocacy for people in financial crisis, helping them move toward self-sufficiency.

JOB DESCRIPTION: FINANCIAL STABILITY CASEWORKER - BILINGUAL

POSITION TITLE: Financial Stability Caseworker
REPORTS TO: Chief Housing Stability Officer
FLSA: Non-Exempt
LAST REVISED: November 2021

POSITION SUMMARY

The **Financial Stability Caseworker** helps implement the Crisis Assistance Ministry strategy of advancing stability and economic mobility for people facing financial crisis. This role provides exemplary casework services to people experiencing a financial crisis related to housing and utilities. Responsibilities include working with low-income Charlotte Mecklenburg residents facing housing insecurity by assessing the household's financial needs, determining program eligibility, creating case plans for the future together, and making internal agency and external community resource referrals to aid them in achieving financial stability.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Assess and Evaluate Financial Crisis for Customers

- Provide exemplary customer service and utilize expert assessment skills to collect information and determine a person's financial assistance eligibility
- Apply motivational interviewing techniques and deploy problem-solving skills to coach customers in crisis
- Evaluate financial emergency with customers and co-craft case plans to identify proposed solutions to assist with resolving the present financial crisis and create a plan for the future
- Advocate on behalf of the customer with vendors and landlords
- Utilize proper documentation procedures to update customer information, complete applications, and document the interview promptly
- Assess customer's need for additional agency or community support services and refer them appropriately
- Support customer cross-department flow of processes, such as Customer Service intake and initial application entry
- Effectively communicate with external community organizations to ensure customer referrals are resolved
- Support external community organizations that have staff trained to make online requests for aid for their agency customers directly
- Follow special parameters, training, and technical support needed for this service

REQUIRED EXPERIENCE AND EDUCATION

Leadership, Passion, and Teamwork:

- Proven passion for serving people in poverty and desire to work towards making Charlotte-Mecklenburg a better place for all

- Highly collaborative and energized by the values of Crisis Assistance Ministry and working in a fast-paced environment
- Excited about working in a rapidly changing environment with people dedicated to customer dignity

Skills and Expertise:

- Minimum three years of demonstrated operational experience in the human services field, preferably in the nonprofit sector
- Experience working directly with people from diverse demographics
- Experience related to serving individuals from historically oppressed populations
- Outstanding team environment skills
- Outstanding communication skills
- Demonstrated interpersonal/relationship building skills
- Self-motivated self-starter; able to work independently
- Proficient with Microsoft Office Suite: Word, Excel, PowerPoint, Outlook
- Bilingual in English and Spanish, both verbal and written communication required
- Bachelor's degree preferred

WORK ENVIRONMENT

- Monday through Friday, 8:30 AM to 5:00 PM are general business hours
- Willingness and flexibility to work after business hours and on weekends as required
- While performing the duties of this position, the employee works primarily in an office environment and is required to work predominantly sitting, standing, walking, bending, typing using a computer, answering the telephone, and reaching with hands and arms
- Expected to maintain the workspace in a safe manner, free from safety hazards, and should seek a quiet and distraction-free working space to the extent possible

GENERAL INFORMATION

The above statements describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of duties, responsibilities, and skills required of personnel so classified. This job description should not be construed to constitute contractual obligations of any kind or a contract of employment between Crisis Assistance Ministry and any employee. Employment at Crisis Assistance Ministry is "at will," and either party can terminate the employment relationship at any time, with or without just cause.

ABOUT CRISIS ASSISTANCE MINISTRY

Crisis Assistance Ministry is Mecklenburg County's Agency offering emergency assistance to low-income families. Specifically, Crisis Assistance Ministry helps families facing financial crisis by providing for **basic needs**, including emergency rent and utility assistance, clothing, furniture, beds, appliances, and household goods; fostering **economic mobility** through partnerships, one-on-one coaching, and support that help families rebuild financial stability; and empowering the community to **advocate** for people facing poverty. On a typical day, nearly 200 families seek assistance through the independent, nonprofit agency in Charlotte. Visit crisisassistance.org or follow us on [Facebook](#), [Twitter](#), and [Instagram](#) to learn more.