



## **JOB DESCRIPTION: ECONOMIC MOBILITY SPECIALIST - BILINGUAL**

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POSITION TITLE: Economic Mobility Specialist  
DEPARTMENT: Housing Stability  
REPORTS TO: Chief Housing Stability Officer  
SUPERVISORY RESPONSIBILITY: None  
FLSA: Exempt

**POSITION SUMMARY:** The Economic Mobility Specialist implements the agency's mission of empowering people to move from financial crisis to financial stability to achieve greater economic mobility through the agency's signature 90-day coaching program. The specialist utilizes client-centered and strengths-based coaching techniques to achieve this goal. They facilitate client-led outcomes in areas such as, but not limited to, financial management, housing stability, life skills, and access to community resources. Additional responsibilities include making referrals to and from Partner Agencies, both public and private, who also have a goal of helping clients gain economically.

### **PRINCIPLE DUTIES AND RESPONSIBILITIES:**

#### **Evidenced-Based Financial Coaching**

- Using a Financial Social Work Model, facilitate financial behavior change utilizing coaching techniques such as active listening and critical thinking; transitioning from directive counseling to a coaching relationship; using an empowerment model, assess client readiness to move from crisis intervention to client-directed behavior change
- Help program participants through various behavior awareness exercises to gain positive financial management behavior change
- Guide program participants through analyzing their financial situation
- Assist and empower program participants to establish short and long-term goals
- Using a national model, engage in evidence-based best practices to help participants reach their goals
- Share money management principles to heighten financial self-efficacy
- Connect program participants to targeted community resources
- Ensure accurate and timely entry of participant data in public and private databases as required throughout the 90-day program and in subsequent follow-up for one year
- Maintain knowledge of public benefits available for participants and the various entryways to obtaining

#### **Housing Stability Coaching:**

- Navigate program participants through various behavior awareness exercises related to gaining, maintaining, and stabilizing safe and decent housing affordable, including awareness of local housing market trends and challenges

- Educate program participants on landlord-tenant rights and responsibilities so they can advocate for themselves when necessary
- Advocate with vendors, landlords, lenders, and other outside audiences on behalf of program participants

#### **Life Skills Coaching:**

- Using nationally recognized assessment tools, identify and assist the participant in strengthening their selected life skills, including:
  - Communication
  - Meal budgeting and planning
  - Community resource acquisition
  - Self-efficacy
- Help participants prepare for and plan graduation from the 90-day program

#### **REQUIRED EXPERIENCE:**

##### **Leadership, Passion, and Teamwork:**

- Proven passion for serving people in poverty
- Highly collaborative and energized by a fast-paced environment

##### **Skills and Expertise:**

- Three+ years of experience working in the health and human services field
- Ability to work with and serve individuals with diverse backgrounds
- Ability to maintain professional boundaries while serving clients and maintain client confidentiality
- Positive, knowledgeable, and responsive interpersonal skills with internal staff, referring partners, and internal/external stakeholders
- Outstanding organizational, time management, and oral and written communication skills
- Self-motivated and ability to work independently and as a team member
- Knowledge of community programs and resources
- Excellent data entry and record-keeping skills
- Experienced user of customer relationship management databases, business software, and web-based business tools
- Experienced user of Microsoft Office Suite: Outlook, Word, Excel, PowerPoint
- Bilingual in English and Spanish, both verbal and written communication required
- Bachelor's Degree in Social Work or related field; Master's degree a plus

#### **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 that offers financial stability 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, appliances, and household goods; fostering **housing stability** 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 120 families seek assistance through this Charlotte-based organization. Visit [crisisassistance.org](https://crisisassistance.org) or follow us on [Facebook](#), [Twitter](#), and [Instagram](#) to learn more.