



Catholic Charities Diocese of Monterey

Position:	Family Resource Specialist	FLSA:	Non-Exempt
Program/Department:	Family Supportive Services	FTE:	40 hrs/week
Supervisor:	Family Supportive Services Coordinator	Salary & Classification: \$20-22/hour	
Location:	Primary location is Watsonville but may travel to other offices		

ABOUT CATHOLIC CHARITIES:

Catholic Charities of the Diocese of Monterey is one of 12 Catholic Charities agencies in the state of California and covers the Diocesan Counties of Santa Cruz, Monterey, San Benito and San Luis Obispo. Catholic Charities is a faith-based non-profit agency and is an equal opportunity employer. We serve people of all backgrounds.

Departments, Programs, and Services:

The major programs of Catholic Charities are: Family Supportive Services, Legal Immigration and U.S. Citizenship and Development and Communications, along with Administration. The Family Supportive Services include: CalFresh (previously Food Stamp) outreach and enrollment, Supplemental Nutrition Assistance Program education and Policy, Environmental, and Systems (PSE) changes, Medical outreach enrollment and utilization, emergency rental and utility assistance, food distribution, clothing and furniture voucher assistance, tattoo laser removal, Holy Family Fund, low-income home energy assistance program assistance, community outreach, and information and referrals.

Mission:

Our Mission is to provide service to people in need, to advocate for social justice, and to call other people of good will to do the same.

POSITION SUMMARY:

The Family Supportive Services - Resource Specialist will assist clients to move towards self-sufficiency by assessing their needs, pre-screening applicants for services, including rental assistance, providing direct financial education, assisting with the CalFresh and MediCal application process, supporting clients in setting and reaching individualized goals, and providing referrals to local community and government programs. The Family Supportive Services - Resource Specialist will also conduct outreach events and group presentations in low-income communities.

FUNDAMENTAL RESPONSIBILITIES:

Promote the mission of Catholic Charities through a commitment to its core values of compassion, service, justice, respect, integrity, teamwork and excellence.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Communicates effectively by using welcoming words, professional tone of voice, appropriate body language, eye contact and smiling in patient interactions. Listens skillfully and displays a willingness and ability to acknowledge patient needs, expectations and values through the use of reflective listening and empathy conveyance.
2. Demonstrate the ability to handle high volumes of calls and accurate data entry of individuals seeking Catholic Charities programs and services.
3. Be compassionate of those in need including those experiencing trauma and crisis.
4. Conduct client assessment of needs and verify eligibility for services.
5. Provide case management services:
 - a. Support clients in setting individualized goals for stability.
 - b. Follow up and support clients in achieving their goals.
 - c. Coordinate services with schools and other service providers.
6. Provide direct assistance with:
 - a. Financial aid for rent, move-in, and utilities.
 - b. CalFresh and MediCal application process.
 - c. Financial Literacy
7. Make appropriate referrals to community and government programs.
8. Conduct group presentations, workshops, and outreach events in the community.
9. Maintain updated client files in appropriate database programs
10. Ability to maintain and follow government regulations and strict confidentiality
11. Provide monthly reports to Family Support Services Coordinator and Director as requested
12. Assist the Family Supportive Services Coordinator, CalFresh & Nutrition Education Coordinator and Director of Family Supportive Services with program needs and help in Identifying potential process improvements
13. Attend staff meetings and trainings as needed
14. Must be comfortable with frequent interruptions
15. The person holding this position is considered a Mandated Reporter under the California Child Abuse and Neglect Reporting Act and is legally required to report any suspicion of abuse or neglect to the relevant authorities
16. Maintain 25 hours of professional development a year
17. Other duties as assigned by the Coordinator and Director of Family Supportive Services

SKILLS, KNOWLEDGE, AND ABILITIES:

1. B.A/B.S degree in a field closely related to family support or Health and Human Services
2. 2-3 years minimum experience in human services/ social work settings, including case management, outreach, and counseling
3. Bilingual and Bi-literate in English and Spanish required
4. Work well with people of diverse socio-economic and ethnic backgrounds
5. Work independently and as a collaborative team member
6. Keep well-written, accurate reports and valid statistics
7. Demonstrated experience working with underserved groups.



8. Preferable in work re-entry and/or substance abuse settings
9. Ability to work in a fast pace environment
10. Must be comfortable with frequent interruption
11. Flexibility and willingness to take on new tasks
12. Take initiative and interest in all aspects of work.
13. Positive interpersonal skills
14. Knowledge or appropriate county community resources and school system
15. Knowledge of the Principals of Catholic Social Teachings and the ability to link them to practical actions.

This job description intends to outline the general nature and level of work being performed by the person assigned to this job. It is not intended to include all duties and responsibilities. Because of a need to remain responsive to the needs of our clients and our agency's operations, responsibilities may be modified at any time.

LICENSE, CERTIFICATIONS, REGISTRATIONS:

1. Must provide a Valid California Driver's License, transportation and current auto insurance.

OTHER REQUIREMENTS:

1. Clearance of fingerprint background check is required.
2. Ability to stand and be active for 2-3 hours at a time
3. Occasionally lift or move up to 25+ lbs.
4. Flexibility to attend agency outreach on evenings and weekends

WORKING CONDITIONS:

1. Comfortable office environment
2. Some travel to other locations for meetings, trainings, etc.

HOURS AND OTHER CONDITIONS:

This is a non-exempt, 40 hours/week position. Occasional weekends and evenings will be required. Salary is \$20-22/hour. Catholic Charities offers a full-range of employee benefits.

Please apply by Friday, March 5, 2021.

Please email resumes to hr@catholiccharitiesdom.org

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