ABOUT CATHOLIC CHARITIES:
Catholic Charities of the Diocese of Monterey is a member agency of Catholic Charities USA, the largest network of social service provider in the U.S with 167 agencies nationwide and 12 in the State of California. Catholic Charities Diocese of Monterey serves the counties of Santa Cruz, Monterey, San Benito and San Luis Obispo.

Programs:
The local programs are: Family Support Services (Rental & Household Assistance, Cal Fresh and Medi-Cal enrollment, and Nutrition Education), Tattoo Removal Program, Immigration and Citizenship Program, and Wildfire Relief Program

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 on their path to stability by assessing their needs, pre-screening applicants for services, providing direct financial assistance and literacy, assisting with the CalFresh and Medi-Cal 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 and provide other direct services as part of the delivery of newly grant funded projects.

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. Effective verbal and written communication and positive interpersonal skills
   a. Communicate effectively by using welcoming words, professional tone of voice and appropriate body language
   b. Listen skillfully and acknowledge client needs, expectations and values by using active listening.
   c. Effective use of de-escalation strategies.
2. Conduct client assessment of needs and verify eligibility for services
3. 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
4. Provide direct assistance with:
   a. Financial aid for rent, move-in, and utilities
   b. CalFresh and MediCal application process
   c. Financial Literacy
5. Make appropriate referrals to community and government programs
6. Conduct group presentations, workshops, and outreach events in the community
7. Maintain updated client files in appropriate database programs
8. Ability to maintain and follow government regulations and strict confidentiality
9. Provide monthly reports to Family Support Services Coordinator and Director as requested
10. Attend staff meetings and trainings as needed
11. 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
12. Maintain 25 hours of professional development a year
13. 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
14. 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. Excellent computer literacy skills, especially in word, excel and client service databases
5. Work well with people of diverse socio-economic and ethnic backgrounds.
6. Work independently and as a collaborative team member
7. Keep well-written, accurate reports and valid statistics
8. Demonstrated experience working with underserved groups
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. Positive interpersonal skills
13. Flexible schedule, including occasional weekends and evenings
14. Knowledge of appropriate community resources and school system
15. Knowledge of the Principles 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. Willing to attend agency outreach with 24 hours of notice

WORKING CONDITIONS:

1. Comfortable office environment
2. Some travel to other locations for meetings, trainings, etc.
3. Under the Rehabilitation Act of 1973, Catholic Charities Diocese of Monterey must provide reasonable accommodations when an employee with a disability needs an accommodation to perform the essential job duties or to gain access to the workplace.

HOURS AND OTHER CONDITIONS:

This is a non-exempt, 40 hours/week position. Occasional weekends and evenings will be required. Salary is $19.23/hour. Catholic Charities offers a full-range of employee benefits.

APPLICATION PROCESS:

Please send resume and cover letter to hr@catholiccharitiesdom.org. Position will be open until filled.