

POSITION DESCRIPTION

Position Title: Credit Specialist
Reports to: MCC Program Manager
Program: Mather Community Campus (MCC)

Status: Non-exempt
Date Revised: 10/2017

POSITION SUMMARY:

Under general supervision, this position is responsible for developing Financial Literacy Rehabilitation Curriculums and preparing students for financial stability.

OBJECTIVES/ACTIVITIES:

- A. This position is responsible for assisting all MCC students in meeting housing eligibility requirements and will establish information to housing opportunities and solutions for homelessness for clients.
1. Assess and evaluate housing barriers of all MCC students.
 2. Coordinate with case managers to assist students in mitigating negative financial, credit, rental and legal histories.
 3. Liaison with other social service, court, financial and law enforcement agencies in mitigating barriers to securing permanent housing.
 4. Develop and conduct groups regarding issues related to securing permanent housing and eliminating financial, credit and legal barriers.
 5. Assess applicants and assist them in meeting eligibility requirements and assist applicants in completing program application and facilitation of program selection interviews.
 6. Maintain records of all services rendered.
 7. Provide other documentation as required by funding source and/or VOA.
 8. Attend VOA and other outside training.
 9. Obtain and maintain professional memberships related to housing and financial rehabilitation.
 10. Perform other related duties as assigned by Program Manager.
- B. Responsible for training and development of new staff.
1. Assist in department orientation and training for new employees as requested to assure quality work outcomes.
 2. Identify appropriate ongoing training for both new and existing staff and report needs to management.
 3. Serve as part of the program development team by providing information and support for the development of quality operations.
 4. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.
- C. Responsible for self-development
1. Continually learn and enhance technical and interpersonal skills.
 2. Attend staff meetings/assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.

EQUIVALENT EDUCATION AND EXPERIENCE:

The ideal candidate will be familiar with issues confronting residents of transitional housing that create barriers to securing permanent housing. Experience with the creation and implementation of methods to eliminate barriers, particularly those regarding financial problems. Familiarity with legislation affecting permanent supportive housing and other low-income permanent supportive housing and other low-income permanent housing resources throughout the community. This position requires the ability to provide services to clients without ethnic or social prejudices and a working knowledge of real estate, credit, and legal responsibilities of renters. This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to homelessness, substance abuse, young adults, minorities, and persons with disabilities. Specific knowledge and experience with Twelve Step philosophy, addiction and recovery, and dysfunctional family dynamics is preferred. Must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. A college degree is preferred. This position requires CPR and First Aid training within (90) days of employment date and recertification as necessary and T.B. testing annually. A valid California driver license, proof of insurance, and a clean driving record is required. Must have the flexibility to work irregular hours and have the willingness to function as a team member. Working knowledge of Microsoft Office Word, Excel and Outlook required.

SPECIFIC SKILLS REQUIRED:

Teamwork skills
Excellent oral and written communication skills
Ability to assist and motivate other people
Organizational skills
Analytical and decision making ability
Statistical and mathematical skills
Computer skills
Microsoft Office Word, Excel and Outlook
Cultural Competency *

*Cultural competence is defined as a set of values, behaviors, attitudes, and practices within a system, organization, program or among individuals, which enables them to work effectively, cross culturally. Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors of individuals and families receiving services, as well as staff who are providing such services. VOA strives to achieve cultural competence is a dynamic, ongoing, developmental process that requires a long-term commitment. Our focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LBGTQ, class, age, ability, religion, and language. Bilingual and translation services are available to client when deemed necessary. All staff are trained annually on cultural competency.

PHYSICAL REQUIREMENTS

Lift and move up to 25 pounds
Stand, walk, bend, stoop, and sit frequently
Kneel occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are many times performed independently with accessible guidance and direction from the Program Manager or designated lead. Must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

This position does not supervise, however, may be delegated training and lead responsibilities as the program needs may require.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. The Credit Specialist is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible.

NUMBER OF EMPLOYEES

0

This Credit Specialist job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Signature _____ Date Signed: _____