



## Employment Opportunities/ Job Openings

### **Financial Literacy Program Support Specialist**

Catholic Charities Atlanta is seeking an individual with experience in providing financial education services, including Home Buyers Education, Financial Literacy, and/or Foreclosure Avoidance to join our team as the **Financial Literacy Program Support Specialist**. Experience working on HUD-sponsored programs preferred. Demonstrate effective customer service and communication skills. Candidate must be computer literate to operate and maneuver Agency's database for input and retrieval of information. Able to handle high volume and constant number of calls. Must have friendly, patient and professional phone manner. Bilingual (Spanish & English) required. Must be dependable, dedicated and flexible in regards to working some evening and/or weekend hours. The Program Support is responsible for providing support to the Program Manager and Counselors to insure quality service to all clients coming in for any service provided by the Housing Counseling Program.

#### **Specific Responsibilities:**

1. Answers all incoming calls, log in all appointments. Review/return calls from clients to set appointments or refer them to the correct department/organization. Respond to clients and partners' e-mails.
2. Assist with initial intake procedures and application process for Housing Counseling clients.
3. Maintain applicant's file in organized and current manner utilizing CCA's database.
4. Document all client contacts such as phone calls and/or visits, and update CCA's database with notes on service provided.
5. Assist with data entry into CCA's database for all activities and services.
6. Deliver all housing counseling education services to eligible clients according to the stipulations of Agency policies & procedures, funder regulations, and accepted "best practices" and coordinate, registration, scheduling, and provision

of group education services. Prepare/deliver workshops (and relevant materials) to help clients avoid being victims of fraud, foreclosure, etc. in person and virtual.

7. Utilize consistent, approved curricula for all education-based services (e.g., seminars, trainings) and conduct all necessary steps to evaluate the effectiveness of these services. Outreach to potential presenters for our workshops to have ample lists of professionals ready to deliver a class.

8. Maintain accurate, thorough and up-to-date case records on all clients, in accordance with Agency/Program policies & procedures and funder regulations.

9. Consistently meet identified benchmarks as prescribed by immediate supervisor and funder (e.g., specified number of new clients each month, reports submitted on time).

10. Gather, maintain and report accurate, thorough and reliable data on clients and services delivered, as prescribed by immediate supervisor, PQI process and funder. Internal housing meetings (with fellow counselors) to plan and develop actions to tackle the day-to-day operations.

11. Work in collaboration with Housing Counseling Agencies in the Community. Outreach to other agencies to create a network of services to better serve our clients. Participate in local/state meetings (counties, nonprofits, municipalities etc.) to create a presence and inform of the services that CCA provides. Follow up with Funder surveys. Review new opportunities for locations to provide more workshops.

12. Work with volunteers in the coordination of services.

Please submit a resume and cover letter that details your interest in working for Catholic Charities Atlanta to:

[ccaemployment@ccatlanta.org](mailto:ccaemployment@ccatlanta.org)