



**JOB TITLE** Bilingual Central Intake Specialist/Financial Assistance Case manager

**PROGRAM** Central Intake/Financial Assistance

### **JOB SUMMARY**

The Central Intake program serves as the point of entry to the community to Catholic Charities programs and services. Central Intake provides compassionate customer service to clients, stakeholders, and the community. The Central Intake Specialist will facilitate the linkage to the appropriate program(s) and resources within Catholic Charities and provide information and referral for programs and resources in the community as needed.

The Financial Assistance program provides short-term rental and utility assistance to residents of the Fort Worth Diocese to increase a household's financial stability. The Financial Assistance case manager conducts intakes and assessments of client needs, develops relationships with partner agencies, utility providers, and landlords, and assists clients in connecting to financial stability and other resources.

This position will perform both central intake specialist and financial assistance case manager duties and functions.

### **ESSENTIAL FUNCTIONS**

1. Receive service inquiries from the community by phone, walk-in and e-mail
2. Conduct screening and assessment of needs for individuals/families that contact Catholic Charities.
3. Track data for service recipients
4. Develop and maintain a strong knowledge base of Catholic Charities programming
5. Develop and maintain a strong knowledge base of community resources.
6. Facilitate linkages to Catholic Charities programs and provide information and referral to community resources.
7. Conduct one-time case management sessions with clients seeking financial assistance to determine eligibility, make pledges, request payment, and provide referrals.
8. Complete all necessary documentation to ensure compliance with funding requirements, license requirements, COA standards, and agency quality assurance standards.
9. Advocate for clients with services providers, agencies, and in the community.
10. Represent and interpret the mission and work of the agency to the community.
11. In conjunction with the Program Manager and other Central Intake/Financial Assistance staff, identify and implement actions to improve effectiveness as necessary.
12. Participate in all quality assurance activities to ensure quality service.
13. Prepare and submit all required reports and paperwork in a timely and accurate manner.
14. Cultivate positive relationships with relevant funding and monitoring entities, faith based organizations, social service providers, and other community partners.
15. Participate in appropriate community collaborations.

### **QUALIFICATIONS**

1. Bachelor's degree in Social Work or related field and one year experience in social services or a combination of education and experience.

2. Bilingual skills in Spanish **required**.
3. Must have reliable transportation, a current Texas driver's license, evidence of auto liability insurance.

**WORK HOURS**

Regular office hours are 8 am -5 pm Monday through Friday. Position is located at main campus on Thornhill Drive, with regular travel to satellite offices.

**Interested persons should fax or email a cover letter, resume, & salary requirements to:**

Catholic Charities, Diocese of Fort Worth, Inc.

Attn: Human Resources

249 West Thornhill Drive

Fort Worth, TX 76115

Fax: (817) 535-8779

Email: [ccresume@ccdofw.org](mailto:ccresume@ccdofw.org)

**Please indicate languages spoken on the cover letter or resume.**

**Due to the volume of responses, only qualified parties will be contacted. No phones call, please.**

**POSTING DATES**

February 20, 2012 (Open until filled)