



Mortgage Assistance Specialist

Status: Full Time, Exempt

Supervisor: Mortgage Assistance Supervisor

Compensation: \$19/hr.

Work per week: 40+ Monday-Friday, some evenings/weekends

Location:
Remote

Opening Date: Fall 2021

Position Funded through 12/31/2022

Summary:

Community Action Coalition For South Central Wisconsin works to develop the economic and social capacities of individuals, families and communities in Dane, Jefferson, and Waukesha Counties. The Mortgage Assistance Specialist is responsible for developing relationships with participants to assess their needs and connect them to wraparound services. The Mortgage Assistance Specialist will use a shared application system and CAC Salesforce to help homeowners remain in their home. The ideal candidate respects individual dignity through a commitment to social justice and equity.

Applications accepted by mail and online

Mail: Attention HR
1717 N Stoughton, Madison WI 53704
jobs@cacscw.org

Online: [Click Here](#)

Required Documents: The following documents are required based on the job: Resume, Cover Letter and Application (online or PDF)

Applications and Documents submitted with missing information will not be considered.

An Equal Opportunity/Affirmative Action Employer

8/31/21

Tasks and Duties:

Leadership and Coordination (50%)

- Assess community needs and support coordination of CAC programs and services.
- Provide mortgage assistance eligibility assessment, information, and referrals, assure client's rental payments are eligible according to program funding requirements, and assisting in the forging of strong linkages between participant and other social service organizations as well as follow-up.
- Participate in the shared community application process with city and county stakeholders.
- Conduct client intake and eligibility assessments with households.
- Leverage, link, and access community resources for household members with instruction on how they can access services on their own.
- Maintain working knowledge of CAC programs and services reporting requirements.
- Assure CAC's response to participant is timely, dignified, and helpful.

Program Compliance and Quality Improvement (10%)

- Work with a team to realize and exceed program goals.
- Assure the collection, compilation, maintenance and distribution of accurate data and information on participants.
- Maintain accurate records, logs, files, and statistics. Document contacts with participants, weekly achievement plans, goals set, goals met and the need for new or on-going services.
- Maintain up-to-date information regarding welfare reform, public assistance programs, health insurance availability, employment and training programs, employment opportunities, childcare, independent living skills, parenting resources, transportation or programs, housing assistance programs, listing of affordable housing units, and trends and issues impacting people affected by poverty, homeless persons, or families in crisis.

Professionalism and Outreach (15%)

- Serve as a touchpoint for community members.
- Treat community members and participants with respect and dignity.
- Implement an equitable client intake process.
- Attend agency meetings and training sessions.
- Perform other related duties as requested by supervisor.

Administration and Project Management (25%)

- Maintain and organize participant records, communications, and other critical work-related materials.
- Support the implementation of agencies strategic efforts.



- Other duties as assigned.

Required Knowledge, Skills and Abilities:

- Experience with data entry to ensure accurate reports, records, and documentation.
- Commitment to full participation of people experiencing poverty.
- Knowledge of the problems caused by poverty, the socio/economic problems and needs specific to individuals and families affected by poverty, the resources generally available to address these needs and respect for the strengths and capacities of individuals and families to improve their lives.
- Effective written and oral communication skills, both on an individual and a group basis.
- Demonstrated dependability, punctuality, self-motivation, initiative, and an ability to work with a minimum of supervision and as a team; detail-oriented, and ability to manage multiple priorities and prioritize tasks.
- Ability and willingness to maintain a high degree of confidentiality regarding participant and program information and discretion in working relationships.
- Ability to work effectively with people of diverse racial, cultural, social, educational, and economic backgrounds, including high risk populations.
- Ability to convey a professional image in the community.
- Competency using technology, including demonstrated skills in:
 - Word and Excel.
 - Wisconsin Service Point or HMIS (state database program).
 - Sales Force (internal database).
 - Homeownership programs.
 - Access to a reliable, insured motor vehicle.
 - Wisconsin driver's license.
 - Working telephone.

Preferred Knowledge, Skills and Abilities

- Training or experience working with social service resources available in the counties CAC serves.
- High School Diploma, or equivalent.
- Ability to communicate in Spanish, a Southeast Asian language or American Sign Language or other form of communication.