



Mortgage Assistance Supervisor

Status: Full Time, Exempt

Supervisor: Program Director

Compensation: \$25/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 Supervisor is responsible leading a team of Mortgage Assistance Specialists in the administration of the state Homeowner Assistance Fund program. The Mortgage Assistance Supervisor will provide on-the-job training, assure programs are implemented effectively, and coach a remote staff team. 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 Supervision (50%)

- Serve as frontline supervisor for a team of Mortgage Assistance specialists.
- Provide leadership on grant reports, training, communications, and external relationships.
- Hiring, onboarding, and coaching of staff.
- Assess community needs and lead implementation of CAC program and services.
- Assure staff follow agencies policies and procedures.
- Assess, plan, implement and evaluate caseworker knowledge, skills, and abilities.
- Manage a process to review, address, and respond to participants formal and information feedback, including complaints.
- Supervise a team of 4-10 staff

Program Compliance and Quality Improvement (30%)

- Ensure all grant and funding sources follow contract regulations.
- Work through staff to realize and exceed program goals.
- Audit cases to assure compliance to standards of program quality.
- Assure the collection, compilation, maintenance and distribution of accurate data and information on participants.

Development and Community-Building (10%)

- Represent CAC on local community work groups and coalitions.
- Develop and maintain community partnerships to advance the mission of CAC.
- Support agency fund development campaigns.

Administration and Project Management (10%)

- Maintain and organize participant records, grant reports, communications, and other critical work-related materials.
- Lead implementation of agencies strategic efforts.
- Other duties as assigned.

Required Knowledge, Skills and Abilities:

- Demonstrated experience with administration or management of programs and services targeted for individuals and families affected by poverty, preferably in a social service agency.
- Experience and/or training in housing security, social services or homeowner assistance programs.
- Experience and/or training with techniques, principles and/or best practices of case management.
- Experience in preparing comprehensive and accurate reports, records and maintaining adequate 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 individual and families to improve their lives.
- Practical skills and proven abilities in leadership development, community organizing, advocacy, effective interviewing, listening, problem-solving, conflict resolution and group dynamics.
- Effective written and oral communication skills, both on an individual and a group basis, with a wide variety of people including public officials, community leaders, human service agency representatives, business leaders, landlords and individuals and families affected by poverty or experiencing disabilities.
- Demonstrated dependability, punctuality, self-motivation, initiative, and an ability to work with a minimum of supervision and as a team; be detail-oriented, 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.
- Competency using technology, including demonstrated skills in:
 - Word and Excel;
 - Wisconsin Service Point or HMIS (state database program);
 - Sales Force (internal database);
 - Rental markets in the service area, rental procedures, and tenants' rights;
 - Access to a reliable, insured motor vehicle;
 - Wisconsin driver's license;
 - Working telephone.



Preferred Knowledge, Skills and Abilities

- Experience working with social service resources available in the counties CAC serves.
- Bachelor's degree in a related field with one year of social service work experience.
- Ability to communicate in Spanish, a Southeast Asian language or American Sign Language or other form of communication.