

JOB DESCRIPTION

Title: Casa Coach	Reports to: Director of Empowerment
Department: Economic Empowerment	Date: July 2024

Summary: The Casa Coach is a multifaceted role in our Economic Empowerment programs. The role primarily focuses on providing clients with information and education they need to purchase and maintain a home and identify available home energy assistance programs. The Casa Coach is an essential part of the Bienvenido a Mi Casa program, coordinating monthly classes with partners, providing one-on-one coaching and goal setting on a bi-weekly basis, and offering clients assistance with applying for public benefits and other El Centro services. The Casa Coach participates as an “Energy Navigator” with Climate Energy Project, learning about the process to make homes more energy efficient, teaching clients how to prepare for installing upgrades in their homes, and assisting clients with applying for energy saving, weatherization, and other housing improvement programs.

ESSENTIAL RESPONSIBILITIES/FUNCTIONS

1	Develops and maintains strong partnerships with community organizations, banks, and other partners to coordinate monthly classes, for Bienvenido a Mi Casa and Economic Empowerment and build a strong network of services for clients.
2	Implements a cohesive Bienvenido a Mi Casa Program, meeting with clients on a bi-weekly basis (or more often as clients need) to set and review savings goals, access services, and assess for additional needs. The Casa Coach will use a strengths-based case management model in working with clients and keep note of progress being made with each household.
3	Assists Director of Empowerment coordinating additional Economic Empowerment classes, recruiting participants for classes, providing Access services (such as LIEAP, SNAP, Access KC, and emergency assistance), and working with other El Centro programs and staff to ensure clients receive wholistic support across the agency.
4	Participate as an “Energy Navigator” with Climate Energy Project and others, providing insight and feedback for the project, attending training sessions in-person and online, engaging with stakeholders about home energy options and the processes to get homes ready for upgrading, and advocating for the needs of the community El Centro serves. As the project advances, the Casa Coach will begin to assist clients in applying for energy saving, weatherization, and home remodulation programs.
5	Enters and maintains accurate and timely information in client tracking systems (MAACLink and internal Excel spreadsheets) and maintains client files. Prepares program reports that are thorough and on time. Conducts follow-up with clients as needed and ensures clients have needed resources and information to meet their savings goals.
6	Supports and contributes to positive public relations of El Centro. Examples of this responsibility include civic and community engagement, organizing and participating in outreach activities and El Centro events; advocates on behalf of clients, community needs, system change and public policy. Establish and maintain positive, effective relationships with key resources, vendors, regulators, and other internal and external sources that have a significant effect on the outcomes and operation of El Centro business.

7	Supports and contributes to a workplace that aspires to become culturally competent by helping us work with others to facilitate sensitivity, openness and respect to people regardless of differences. Supports the cultural competency indicators.
8	Supports and contributes to El Centro's advocacy and policy initiatives, especially around housing and home energy improvement projects. Attends staff trainings to enhance El Centro's advocacy capacity, participates in awareness campaigns, and shares information with clients and community stakeholders.
9	Performs other duties as assigned by the Director of Empowerment and other El Centro administrators.

KEY COMPETENCIES/SKILLS

- Strong Written and Verbal Communication Skills in Spanish and English
- Strong Interpersonal Skills
- Relational Skills
- Organizational and Time Management Skills
- Strategic Thinking and Problem-Solving Skills
- Ethical Conduct
- Cultural Competency
- Proficiency in Word, Excel, Outlook, PowerPoint

POSITION REQUIREMENTS

Education and/or Experience

- An associates or bachelor's degree in social sciences or related fields.
- A minimum of 3-5 years of case management/customer service/non-profit work with 2 years of adult community education strongly preferred.
- Must be bilingual in Spanish/English, both written and oral. Prior experience working with Latinos strongly preferred.
- Experience in real estate, mortgage lending, or housing counseling (either personally or professionally) that can provide practical insights and expertise for the position.
- Experience in financial education and literacy strongly preferred. Previous experience in community-based education, outreach, and engagement would be valuable for the position.

ADDITIONAL REQUIREMENTS

- Attitudes, knowledge, and skills to deliver culturally competent services to Latino, Spanish speaking communities.

El Centro, Inc. is an Equal Opportunity Employer



SU CONEXIÓN A LA COMUNIDAD

Signatures

This job description has been approved by all levels of management:

Manager _____ Date _____

HR _____ Date _____

Employee signature below constitutes employee's understanding of the requirements,
essential functions and duties of the position.

Employee _____ Date _____