



### ***Job Description***

<b>Position Title:</b> Casa Coach Navigator	<b>Department:</b> Empowerment
<b>Location:</b> Kansas City area	<b>Reports:</b> Saira Galvan

**Summary:** El Centro’s Empowerment Program is designed to help individuals and families achieve financial stability, self-sufficiency, and long-term success by addressing economic, housing, and community challenges. Rooted in cultural competency and a holistic approach, the program focuses on empowering Latino and immigrant communities through education, resources, and advocacy.

**The CASA Coach** plays a key role in the Economic Empowerment programs at El Centro, Inc., supporting clients in purchasing and maintaining homes, accessing home energy assistance programs, and achieving financial goals. As part of the Bienvenido a Mi Casa program, the CASA Coach coordinates monthly classes, provides one-on-one coaching, and assists clients with public benefits and service applications. Additionally, the CASA Coach serves as an "Energy Navigator," educating clients about energy efficiency and assisting with applications for energy-saving and home improvement programs available in Kansas City.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- 1. Partnership Development:**
  - a. Build and maintain relationships with community organizations, banks, and partners to coordinate monthly classes for the Bienvenido a Mi Casa program.
  - b. Strengthen the network of services available for clients.
- 2. Program Implementation:**
  - a. Manage the Bienvenido a Mi Casa program using a strengths-based case management approach.
  - b. Meet bi-weekly with clients to set and review savings goals, assess needs, and connect them with resources.
- 3. Class Coordination and Client Support:**
  - a. Coordinate additional Economic Empowerment classes with the Director of Empowerment.
  - b. Ensure holistic support by collaborating with other El Centro programs and staff.
- 4. Energy Navigator Role:**
  - a. Participate in the Climate Energy Project as an "Energy Navigator."
  - b. Provide feedback, attend training sessions, and educate clients about energy efficiency.
  - c. Assist clients with applications for weatherization and home improvement programs.
- 5. Client Tracking and Reporting:**
  - a. Maintain accurate client records in tracking systems (e.g., MAACLink, Excel).
  - b. Prepare thorough and timely program reports and conduct follow-ups as needed.
- 6. Community Engagement and Advocacy:**
  - a. Support El Centro’s public relations through outreach activities and events.
  - b. Advocate for community needs, system changes, and public policy related to housing and energy.
- 7. Cultural Competency:**
  - a. Promote cultural sensitivity, respect, and inclusivity within the workplace and community.
- 8. Advocacy and Policy Support:**
  - a. Contribute to housing and home energy improvement advocacy initiatives.
  - b. Share information with clients and stakeholders through awareness campaigns and training.
- 9. Other Duties:**
  - a. Perform other tasks as assigned by the Director of Empowerment and El Centro administrators.

**Key Competencies/Skills:**

- Strong bilingual communication skills (Spanish and English).
- Interpersonal and relational skills.
- Organizational and time management abilities.
- Strategic thinking and problem-solving capabilities.
- Ethical conduct and professionalism.
- Cultural competency in working with diverse populations.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint).
- Flexibility to work evenings and weekends as needed for program activities.

**Education and Experience:**

- Associate or bachelor's degree in social sciences or a related field.
- 3-5 years of case management, customer service, or nonprofit work; 2 years in adult community education preferred.
- Bilingual in Spanish and English (written and oral).
- Experience with Latino communities strongly preferred.
- Background in real estate, mortgage lending, or housing counseling is a plus.
- Financial education and literacy experience preferred.

**Additional Requirements:**

- Demonstrated ability to deliver culturally competent services to Latino and Spanish-speaking communities.
- Familiarity with community-based education, outreach, and engagement practices.

This role is an exciting opportunity to make a meaningful impact in the lives of individuals and families while advancing El Centro's mission to empower underserved communities.

**Signatures**

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

Manager \_\_\_\_\_ Date \_\_\_\_\_

HR \_\_\_\_\_ Date \_\_\_\_\_

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

Employee \_\_\_\_\_ Date \_\_\_\_\_