



## JOB DESCRIPTION

<b>JOB TITLE:</b> Financial Assistance Specialist	
<b>Job Family:</b> Direct Service Staff	<b>Supervisor:</b> Community Services Manager
<b>Classification:</b> Full-Time; Non-Exempt; Hourly	<b>On-Call Responsibilities:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Expected Schedule/Hours of Work:</b> 40 Hours per Week	<b>Work Location:</b> <ul style="list-style-type: none"><li>• On-Site at Independence campus</li><li>• Occasional remote work may be approved but is not guaranteed</li></ul>
<b>Title(s) of Immediate Subordinates:</b> N/A	<b>Total Number of Employees Supervised:</b> Directly: 0 Indirectly: 0

### POSITION SUMMARY:

The Financial Assistance Specialist is responsible for coordinating most aspects of the Hope House Client Assistance Fund and Dental Clinic, as well as rent and utility disbursements within the Hope House Housing Program. The Financial Assistance Specialist will also provide direct client services to outreach clients as capacity allows.

### ESSENTIAL FUNCTIONS:

#### *Client Assistance Fund & Dental Clinic*

- Conduct communication and outreach activities to ensure agency personnel understand the parameters of the Client Assistance Fund and the Dental Clinic so they can make adequate referrals.
- Review approved client assistance applications to ensure funds are available, applications meet eligibility criteria, and proper funding sources are billed.
- Pay recurring rent and utility bills for Housing Program clients.
- Submit disbursement requests and all required back-up documentation to the accounting department.
- Coordinate the on-site Dental Clinic, including managing communications with volunteer dentists, communicating clinic dates with agency staff, and scheduling appointments.

#### *Crisis Intervention and Emotional Support*

- Provide immediate crisis intervention and advocacy to support clients' emotional, psychological, and physical well-being.
- Assist survivors in developing personalized safety plans that address both their immediate and long-term safety needs.

#### *Advocacy, Support, and Case Management*

- Serve as a liaison between clients and external service providers to coordinate access to housing, healthcare, legal aid, and other essential services.



## JOB DESCRIPTION

- Conduct targeted outreach to increase awareness and accessibility of Hope House services.
- Offer personal advocacy and emotional support through assessments, identifying strengths and needs, addressing practical challenges related to experiencing domestic violence, connecting clients with resources, making meaningful referrals, and providing follow-up support.
- Offer flexible support options including drop-in, short-term, and ongoing case management to help clients work toward self-identified goals.
- Utilize a strengths-based approach to assist clients with housing plans, budgeting, and securing safe and stable living arrangements.
- Educate clients about domestic violence to support informed decision-making and empowerment.
- Collaborate with community partners by managing referrals and participating in interagency meetings.
- Support survivors navigating systems such as family court, Children's Division, and criminal/civil justice systems.

### *Documentation and Record Keeping*

- Maintain accurate and timely documentation to meet quality assurance, grant compliance, and reporting standards.
- Participate in continuous quality improvement activities such as case record review and other QA processes.

### *Other*

- Provide on-call assistance on a rotating basis to ensure 24-hour coverage in the shelter facility.
- Follow all Hope House service philosophies, policies, and procedures.
- Perform other duties as requested.

## IMPORTANT COMPETENCIES (Knowledge, Skills, and Abilities)

- **Crisis Intervention & Advocacy** – Strong understanding of trauma-informed care and survivor-centered advocacy. Knowledge of domestic violence dynamics, power and control tactics, and trauma responses.
- **Knowledge of Domestic Violence** – comprehensive knowledge of the patterns, cycles, and impacts of domestic violence; familiarity with other systems survivors interface with.
- **Interpersonal & Communication Skills** – Strong active listening and verbal communication skills. Skilled in setting boundaries while maintaining empathy and professionalism. Ability to communicate effectively with individuals with a wide variety of lived experiences.
- **Financial and Administrative Proficiency** - Strong attention to detail in processing disbursement requests, ensuring accuracy and compliance with budgetary constraints and funding guidelines. Understanding of financial processes, including coordination with the accounting department to ensure the proper disbursement of client assistance funds. Ability to maintain confidentiality and handle sensitive financial information with integrity.
- **Responsive Care** – ability to service others in a non-judgmental manner, being able to provide reasonable support, voice, and empowerment to survivors from all backgrounds. Ability to provide accessible services to all populations.



## JOB DESCRIPTION

- **Collaboration & Teamwork** – Ability to work effectively with internal staff, external agencies, and community partners. Willingness to contribute to a team-oriented environment and assist colleagues as needed.
- **Organization and Multi-Tasking** – Strong ability to prioritize and manage multiple responsibilities. Attention to detail in documentation and data entry. Ability to maintain confidentiality and adhere to ethical standards in client interactions.

Post offer, pre-employment screening requires successful completion of a Children's Division screening and criminal background check; and valid driver's license, current motor vehicle insurance, and acceptable motor vehicle record report.

### WORK ENVIRONMENT and PHYSICAL DEMANDS

The work environment characteristics described below represent those an employee may encounter while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform these functions.

- **Physical Requirements:** The employee is regularly required to stand, walk, sit, climb stairs, hear, and reach with hands and arms. The position may occasionally require lifting and moving objects weighing up to 25 pounds. Specific vision abilities necessary for this position include close, distance, color, peripheral, and depth perception, as well as the ability to adjust focus.
- **Schedule:** This position primarily follows standard business hours but requires flexibility to accommodate client needs, including occasional evening or weekend appointments.
- **General Environment:** Work is performed in an office setting. This role involves direct interaction with individuals who have experienced trauma.

### TRAVEL REQUIREMENTS

Occasional travel between Hope House locations and throughout the Kansas City metropolitan area is required. Periodically, this position may be asked to transport clients in their own vehicle or in the company vehicle with a valid driver's license.

### EDUCATION AND EXPERIENCE:

#### *MINIMUM QUALIFICATIONS:*

- A bachelor's degree in social work, psychology, human services, or a related field or appropriate training and experience in providing case management, advocacy, or crisis intervention services.

#### *PREFERRED QUALIFICATIONS:*

- Prior experience working with survivors of domestic violence
- Knowledge of local community resources



## JOB DESCRIPTION

*This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.*

***Hope House prohibits discrimination and is committed to equal employment opportunities for all qualified applicants and employees.***