



Job Description

Job Title: Financial Coach & Housing Counselor

Department: Community Wealth & Services

Reports To: Director, Community Wealth & Services

FLSA Status: Non-Exempt

Organizational Background: Four passionate Eastside activists who came together formed East LA Community Corporation (ELACC) in 1995. ELACC's mission is to advocate for economic and social justice in Boyle Heights and Unincorporated East Los Angeles by building affordable housing, grassroots leadership, and access to economic development opportunities for low and moderate-income families. Over the 25-year history of ELACC, we have leveraged over \$259 million in investments through community-driven real estate development, mobilized thousands of residents to change policies, served thousands of low-income residents with community wealth services, and we provide quality affordable homes for over 2,900 people.

Summary: ELACC seeks an individual who is passionate about helping others to work with low-to-moderate income clients strengthen their financial behaviors, build their assets, and become financially stable. They will have experience working with diverse communities and understands the experiences of immigrant and low-to-moderate income individuals to provide clients with coaching to reach their financial goals. The Financial Coach and Housing Counselor will gain a comprehensive understanding of the client's financial situation, identify the client's needs and goals, provide financial education to clients individually and in group settings, and develop with the clients an individualized financial sustainability plan. They should have experience working with low to moderate income clients, providing one-on-one financial coaching, training in homebuyer, post-purchase, and tax preparation. Data management is an essential component of the position by ensuring client files are confidentially maintained, updated and in compliance with funder and government policies. The Financial Coach and Housing Counselor builds relationships with community partners by presenting on ELACC's Community Wealth & Services programs. The qualified individual understands the HUD Housing Counseling certification requirements and must complete HUD certification within 6 months of starting date. They will be part of ELACC's Community Wealth & Services department and report to the Director of Community Wealth & Services. During tax season, they will assist with ELACC's free tax preparation site, VITA.

The Financial Coach & Housing Counselor is an ELACC team member that leads their core project and fulfills their responsibilities to the entire team by actively fundraising, supporting organization wide projects, participating in all staff planning sessions, and being part of achieving the organization mission and vision.

Duties and Responsibilities include the following. Other duties may be assigned.

1. Provides clients with housing and financial counseling in English and Spanish.*
2. Engages with clients to gain a comprehensive understanding of their financial situation and needs.*
3. Works with clients to set financial goals and financial sustainability plans.*
4. Supports clients in accessing financial resources and utilizing financial tools.*
5. Provides individual financial education to clients and in group settings.*
6. Maintains accurate client and group coaching data, including attendance rosters, evaluations, coaching notes, and client engagement.*
7. Ensures files and practices are completed and in compliance with funder and government policies.*
8. Be available, as needed, to work weekends and evenings.*
9. Provides tax preparation service.*
10. Become and maintain HUD certification through continuous education.*
11. Establishes and maintains working relationships with financial institutions.*
12. Maintains a working knowledge of in-house and community resources.*
13. Conducts outreach and case management.*
14. Supports the social lending program through client referrals and outreach.*
15. Facilitates financial and housing workshops.*
16. Represents ELACC at work involved events and peer to peer networks by holding ELACC's mission, vision, and values.*
17. Supports the Community Wealth & Services department on other duties as directed by the department Director.*

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Ability:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills:

To perform this job successfully, an individual should have knowledge of word processing, spreadsheet software's, client management systems, hosting video conference events/meetings, and internet research.

Education/Experience:

High school diploma or general education degree (GED); or equivalent combination of education and experience.

Specialized Training:

- Position requires obtaining and maintaining a HUD certification (Housing Counseling) – must get certified within 6 months of employment.

Certificates and Licenses:

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Knowledge, Skills, and Other Abilities:

- Knowledge in the following:
 - Coaching model techniques.
 - Housing, foreclosure, and/or rental financial resources.
 - Tax preparation.
- Proven ability to enter data into client management system.
- Professional demeanor and networking skills.
- Excellent case management skills.
- Fully fluent in Spanish and English-speak, read and write.
- Excellent customer service, organizational, interpersonal, oral and written communication skills.
- Attention to detail and have accuracy in daily work.
- Demonstrated ability to prioritize and meet communicated schedules and deadlines.
- Ability to handle confidential information.
- Demonstrated ability to work independently, and as part of a team.
- Strong interpersonal and communication skills.
- Must have reliable transportation with valid insurance.
- Genuine interest and passion for ELACC issues and priorities.
- Demonstrated understanding of intersection of racism and poverty.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands, reach with hands and arms, and talk or hear. The employee is occasionally required to stand, and walk. The employee must occasionally lift and/or move up to five pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

The noise level in the work environment is usually moderate.

Compensation:

Competitive salary based on qualifications and experience. This is a full-time bargaining unit non-exempt position with a competitive benefits package that includes health, dental, retirement, life and disability insurance.

ELACC is an Equal Opportunity Employer

Email cover letter and resume to:

Vice President Human Capital & COO at jobopportunities@elacc.org

www.elacc.org

Position open until filled