

## **Financial Empowerment Center Financial Counselor**

The Financial Empowerment Center (FEC) program is operated through Advantage Credit Counseling Service, Inc. (ACCS), in partnership with the City of Pittsburgh and Neighborhood Allies. The FEC aims to improve the financial stability of Pittsburgh area residents by providing free, one-on-one, professional financial counseling and education. The FEC currently operates within seven sites around Pittsburgh, and this position will be located at a new, eighth site. The Financial Counselor position will report directly to the FEC Program Manager within ACCS.

The Financial Counselor's primary purpose is to provide financial counseling, education, and support to individuals and families. The individual in this position will go through comprehensive financial counselor training, and help clients to manage their finances and achieve their financial goals in four focus areas: safe banking, establishing and building credit, reducing debt, and increasing savings. The FEC counselor will develop a rapport with the individuals they are working with and will provide case management and community referrals as necessary to help them become financially independent.

### **Responsibilities**

Duties shall include, but are not limited to:

- Assess client needs and develop individualized goals and service plans with each client;
- Provide one-on-one financial counseling sessions (including both initial and follow-up sessions) to achieve client outcomes in four FEC focus areas;
- Make appropriate community referrals and integrate other wrap-around supports (i.e. benefits, tax preparation, legal services) into counseling to achieve greater results;
- Engage in ongoing follow-up with clients;
- Collect, track and report required data using client management database;
- Participate in initial trainings and ongoing professional development trainings as directed;
- Follow required protocol and program requirements;
- Successfully complete and pass financial counselor training.

### **Qualification Requirements**

- A bachelor's degree from an accredited college or university, plus two years of relevant work experience with some background in finance, financial education, counseling/coaching, or social service delivery;
- Particular expertise in one of the following: financial services, social work, financial planning, coaching/mentoring, teaching, or other related fields.

### **Essential Skills**

- Knowledgeable about credit, debt, and general money management; savings and investment options; and safe financial products and services;
- Excellent interpersonal skills and the ability to work independently;
- Strong communication and organizational skills;
- Excellent working knowledge of Microsoft Word, Excel, PowerPoint, and Outlook;
- Available to work occasional evenings or weekends,
- Ability to use or willingness/capacity to learn a client management database;
- Comfortability with remote applications and service delivery (e.g. video conferencing and other platforms to communicate remotely);

- Bilingual applicants are of interest for this position. Priority languages include Spanish, Nepali, and Swahili;
- Ability to travel independently between multiple sites within the City of Pittsburgh and surrounding areas. Access to a car is preferred, but not required.

**Interested candidates should email a resume and cover letter, including salary requirement, to Rebecca Johnson (rjohnson@advantageccs.org).**