

**MID CENTRAL COMMUNITY ACTION, INC.**  
**JOB DESCRIPTION**

**Job Title:** Financial/Employment Coach

**Position Level:** 4, full time, salaried, exempt

**Supervision Received:** Director of Financial and Housing Opportunities

**Supervision Exercised:** None

**Job Summary:**

Provide instruction and guidance on topics related to finances to help customers gain the knowledge, capacity and tools to make sound financial decisions and access financial products that are right for them and help them understand credit, build savings, and reduce debt. Work with customers to facilitate the process toward attainment of established goals.

This position is responsible for providing financial/life skills coaching to our Transitional Housing participants.

Employment coach will plan, develop, and implement projects around employment coaching and job placement/referral. This position will research, plan, and implement a strategy for building relationships with local businesses and selling the benefits of our bundled services model.

**Job Responsibilities:**

**General Coaching/Counseling:**

- Conduct intake assessment for baseline data
- Create service plan for short and long term goals
- Ensure confidentiality of customers information
- Build relationships with customers for ongoing support to achieve goals
- Work with customers to create and follow a budget and track expenditures
- Educate customers about consumer credit issues and assist in the development of a plan to resolve the issues
- Provide guidance to customers about debt management
- Educate customers on financial products and decision-making
- Coach and counsel residents in the Transitional Housing Program on finances and life skills
- Assist Transitional Housing Program participants to begin/increase savings for emergencies and goals
- Be familiar with local financing programs
- Work with lenders to market MCCA's services and products
- Ensure accurate and timely phone responses, applications, and incentive/support payments
- Engage in one-on-one coaching or education for financial capability
- Promote bundle services to all participants
- Travel between McLean and Livingston County offices, as well as outreach locations as assigned
- Implement the comprehensive career-building curriculum
- Provide one-on-one professional development coaching and guidance
- Provide feedback on resumes, cover letters, and mock interviews
- Network and foster ongoing relationships with area employers and their employees

- Serve as liaison to Heartland Community College career & educational pathway students in McLean and Livingston Counties
- Update MCCA internal job board

**Training Events and Workshops:**

- Conduct community outreach and marketing for workshops
- Secure and orient appropriate speakers for trainings and workshops
- Facilitate Practical Money Skills workshops in McLean and Livingston Counties

**File Maintenance & Reporting:**

- Create and maintain hard copy and electronic files for each customer, including all necessary and required forms and documentation, monitor client progress, and assist in reporting to funders
- Complete accurate and timely appropriate statistical reports to include information regarding counseling services and outcomes data
- Report progress on an agreed-upon production plan
- Assist in the preparation of grant applications

**Other:**

- Interact and collaborate with others in pursuit of and attainment of the program goals established by the organization
- Coordinate with MCCA staff on issues relating to financial and employment coaching
- Maintain required job skills and core professional competencies.
- Attend and participate in required educational programs, staff meetings, Next Step Operational meetings, Performance Benchmark meeting, and staff meetings
- Adhere to and demonstrate MCCA's guiding principles of integrity and respect
- Any other duties assigned and deemed necessary for the effective and efficient operation of the agency

**Job Specifications** (as applicable):

Educational Requirements: Bachelors Degree or 5 years counseling/coaching experience required.

Prior Experience: Two years work experience; experience in credit counseling or other financial counseling required

Specific Skills: Reading, writing and mathematical skills with mathematical aptitude sufficient to produce error-free documentation; demonstrated ability to work cooperatively in a team environment for problem-solving and resolution of customer issues; proficiency in Windows-based software; demonstrated ability to learn and use database, customer tracking, and other software; excellent organizational skills; effective oral and written communication skills; proven ability to coordinate multiple tasks; demonstrated ability to service a multi-cultural customer base; demonstrated ability to perform within established timelines.

Highly motivated self-starter with strong project management, facilitation and change management skills.

- Ability to work effectively in both individual and group settings.
- Ability to work independently with little or no supervision and as a productive team member.
- Ability to be flexible, adaptive and positive in a changing environment.

Other: Flexible scheduling for some evenings and weekends is required. Valid drivers license with access to an automobile.