

Financial Empowerment Center Nonprofit Program Manager

The Financial Empowerment Center (FEC) program aims to improve the financial stability of households in Pittsburgh and Allegheny County by providing high quality, one-on-one financial counseling to residents. The Financial Empowerment Center counseling services are targeted to clients with a low to moderate income. Additionally, the FEC provides financial education to community partners. While services are available to everyone at no cost, in-person locations have been selected based on local resident needs and accessibility, as well as potential for partner referrals. The FEC is jointly managed by the City of Pittsburgh Office of Equity, Neighborhood Allies, and Advantage Credit Counseling Service, Inc.

Since launching in March of 2019, the FEC has served over 1,000 clients and has assisted those clients in achieving more than 1,700 key financial outcomes. FEC counseling services are based on four guiding principles: establishing safe banking relationships, increasing savings, reducing debt and building credit. In the past two years, FEC clients have experienced great success in achieving their financial goals. To date, FEC clients have saved more than \$1.3 million and reduced their debt by more than \$1.6 million. The FEC Program Manager is integral to the continued growth and success of this initiative, with primary responsibilities related to community partnerships, ongoing operations, and data tracking. The FEC hopes to continue this success with a candidate who has an entrepreneurial approach to growing the FEC. They will also be innovative in motivating the FEC team and improving service delivery that maximizes client outcomes.

The FEC Program Manager position reports directly to the Manager of Community Relations and Education within Advantage Credit Counseling Service, Inc.

Duties shall include, but are not limited to:

- Support the programmatic review and ongoing improvement of the FEC initiative.
- Act as the liaison between Advantage Credit Counseling Service, Inc., FEC host sites and other partner agencies.
- Work with partners to problem-solve operational issues, including programmatic integration with host sites and referral relationships with local government agencies.
- Lead the marketing, outreach, and strategic referrals of clients to the FEC.
- Create and present Intro to the FEC sessions to potential partners.
- Schedule and arrange topic-specific presentations to community partners.
- Manage the FEC partner network, including organizing and leading quarterly meetings to highlight programmatic updates and share community resources.
- Oversee and guide work processes; monitor results to ensure the FEC is meeting counseling goals and objectives.
- Oversees client management and database system.
- Guide staff to ensure complete and accurate data input into client management and database system to document client progress and record program outcomes.
- Collect, aggregate, and prepare any programmatic reports for the management team, funders, partners, etc.
- Train all FEC employees and referral partners on the FEC model.
- Supervise the financial counselors at the FEC.
- Manage new hire onboarding in accordance with staff training plan and conduct annual performance reviews.
- Identify and organize professional development and other training opportunities to maintain certifications.
- Ensure that FECs are compliant with program protocols, outcomes and other requirements.
- Report regularly to the Advantage Credit Counseling Service, Inc. internal project management team.
- Participate in regular calls and semi-annual reviews with management team, local government and funders.
- Successfully complete and pass training, including database management and FEC basics.
- Develop and implement work schedules that meet client demand for service.
- Assist in the development and implementation of a sustainability plan.

Qualification Requirements

- A baccalaureate degree from an accredited college and minimum of two years supervisory experience.
- Two years 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

- Dynamic, committed individual with a passion for supporting people with low incomes to build greater financial stability.
- Effective written and oral communication abilities and strong interpersonal skills to deal efficiently with staff and clients.
- Experience in financial education, asset building, or community development preferred.
- Strong skills in strategic planning, program development, negotiations, and written communications.
- Strategic thinking, with thoughtful, thorough, and detailed follow through.
- Comfortable with taking initiative; effective, collaborative worker; able to retain focus while multi-tasking.
- Comfortable with public speaking, including leading presentations and meetings for large groups.
- Ability to function effectively within protocols and challenges of operating within a high-profile local government program.
- Attention to detail and production of quality work, along with ability to work quickly and under pressure.
- Experience with large datasets and data management preferred.
- Willingness to travel between multiple work sites within the City of Pittsburgh.

Interested candidates should forward a cover letter and resume to hmurray@advantageccs.org