



STRONGER COMMUNITIES. STRONGER AMERICA.

POSITION ANNOUNCEMENT

POSITION: Financial Empowerment Program Specialist **OPEN:** Immediately

LOCATION: Phoenix, AZ

CLOSE: Until filled

CONTACT: Katherine Rios, Director of Financial Empowerment

SALARY: Commensurate with experience

BACKGROUND

UnidosUS, previously known as NCLR (National Council of La Raza), is the nation's largest Hispanic civil rights and advocacy organization. Through its unique combination of expert research, advocacy, programs, and an Affiliate Network of nearly 300 community-based organizations across the United States and Puerto Rico, UnidosUS simultaneously challenges the social, economic, and political barriers that affect Latinos at the national and local levels. For more than 50 years, UnidosUS has united communities and different groups seeking common ground through collaboration, and that share a desire to make our country stronger. For more information on UnidosUS, visit www.unidosus.org or follow us on Facebook, Twitter, and Instagram.

SUMMARY

The Financial Empowerment Program Specialist is responsible for implementing one of the key programs within the UnidosUS Housing and Financial Empowerment component. The Financial Empowerment Network (FEN) is an initiative that mobilizes UnidosUS Affiliates that are service providers in their communities to become channels through which low- and moderate-income Latinos can access culturally relevant and linguistically appropriate financial coaching services. By opening these new channels, the Financial Empowerment Network will help hundreds of people a year access this essential service and make meaningful changes in their financial lives, supporting thousands more to take steps on their own to improve their financial well-being and educating tens of thousands in the process.

Responsibilities for the Program Specialist will revolve around supporting a portfolio of the Affiliates participating in the project and strengthening the links between the Financial Empowerment Network and the Phoenix-based UnidosUS Counseling Connection. Additionally,

the Program Specialist will be expected to collaborate with the Financial Empowerment Program Manager and the Director of Financial Empowerment to achieve the goal for the project, which are to ensure that:

- 70,000 people receive financial education.
- 115,000 people engage in activities that will propel them forward.
- 1,500 people speak with the UnidosUS Counseling Connection.
- 900 people will engage in ongoing financial coaching services.

Success in this role requires a can-do attitude, a fundamental respect for the work of our Affiliates and a desire to support them in strengthening the services they offer, a willingness to listen and build strong relationships with Affiliates, and a strong interest in collaborating with the rest of the Financial Empowerment team.

The Financial Empowerment Program Specialist will be directed on a day-to-day basis by the Financial Empowerment Program Manager. The Financial Empowerment Program Manager is responsible for the performance of the network overall, and as such will be involved in the details of the project's implementation. The Director of Financial Empowerment will work closely with the Program Specialist in areas related to the program's evaluation, external communications, administrative system management, and trends in Affiliate performance.

RESPONSIBILITIES

- Support a portfolio of Affiliates to successful performance in the FEN through capacity-building, training, and technical assistance.
 - These services will be provided through in-person meetings and site visits, regular phone calls, and facilitation of group convenings.
- Serve as a liaison between the UnidosUS Counseling Connection team members and the Affiliates in the FEN, helping to optimize the collaboration, troubleshoot problems that arise, and ensure successful adherence to the FEN's established processes, which could include modifying processes and creating new ones where needed.
- Conduct periodic review of services by the UnidosUS Counseling Connection team and meet with the Director of Housing Programs on a monthly basis to calibrate the quality of the services to the standards held.
- Train Affiliates, the UnidosUS Counseling Connection teams, and UnidosUS FEN team members on the FEN's data platform and client management system, called Change Machine.
- Analyze the data that Affiliates enter into Change Machine to produce regular reports for Affiliates identify strengths and weaknesses in performance and to develop and populate reports on the performance of the FEN overall.
- Conduct quality control work to ensure the effective use of Change Machine and the adherence to FEN processes among Affiliate partners and the UnidosUS Counseling Connection team.

- Engage in dialogue with Affiliates about their implementation of the FEN; synthesize and communicate their experiences with the rest of the FEN team to ensure ongoing improvements to the FEN model.
- Develop and deliver trainings on a regular basis, including to new Affiliates joining the program, and to Affiliates and other organizations on financial empowerment subjects of increasing specificity over time.
- Identify new trends and developing issues of concern in the field of financial empowerment among clients of our Affiliates and elevate them for analysis and response by UnidosUS.
- Play an essential role in the long-term sustainability and scalability of the FEN by standardizing the practices and systems of the FEN and ensuring that Affiliates are achieving the quality standards that UnidosUS expects.

REQUIREMENTS:

- Bachelor's degree from an accredited college or university preferred.
- Minimum of three to five years of experience required in the field of financial empowerment, housing services, asset building services, or a related field.
- Experience in direct service provision required, experience as a financial coach, is ideal.
- Experience as a trainer is a plus, particularly through web-based and remote forums.
- Experience using data to assess a program's performance preferred.
- Excellent communication skills, both oral and written.
- Familiarity with the U.S. Hispanic community, Hispanic nonprofit organizations, and the Hispanic market and consumer a plus.
- Commitment to excellence and high standards.
- Ability to work independently and as a member of various teams and committees.
- Acute attention to detail.
- Be willing to travel on a variable schedule, on occasion reaching as high as 50% of work schedule.
- Bilingual (Spanish-English) skills a plus.

Please include "Financial Empowerment Program Specialist" in the subject line of your email.

SEND COVER LETTER AND RÉSUMÉ TO:

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No phone calls please!

EQUAL OPPORTUNITY EMPLOYER. All qualified applicants will receive consideration without regard to race, color, national origin, marital status, religion, gender, age, disability, sexual orientation, gender identity or expression, personal appearance, family responsibilities, political affiliation, or enrollment in a college, university, technical school, or adult education.