



Retail, Arts, Innovation & Livability Community Development Corporation
Program Manager, Financial Opportunity Center

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Financial Opportunity Centers provide integrated services that focus on improving the financial situation for low to-moderate income families by helping people boost earnings, reduce expenses, and make appropriate financial decisions that lead to asset building. The centers provide individuals and families with services across three critical and interconnected areas:

1. Employment placement, job retention and skill improvement;
2. Financial coaching and counseling; and
3. Access to income supports/public benefits.

About Financial Opportunity Centers

We follow the LISC Financial Opportunity Centers model which can be reviewed here:

<https://www.lisc.org/our-initiatives/financial-stability/financial-opportunity-centers/>

Financial Opportunity Centers employ the following approaches in the implementation of the LISC model and in equitable service delivery:

Implementation

- Three core services offered in a single location
- Intentional bundling of services through program design
- Multidisciplinary case staffing
- Utilization of outcome data and systems to enhance program design and client outcomes
- Collaborative work, peer learning and knowledge sharing

Service Delivery

- Financial Coaching
- Building trusted relationships with community members, RAIL CDC neighborhood partners and local businesses.
- Long-term engagement with clients
- Co-designed individual development plans with short-and-long-term goals

Capacities

- Leadership - an ability to monitor, assess, respond to, and create internal and external changes related to staff, program, partners, organization and community.
- Adaptive - an ability to create and sustain a vision, to inspire, to model, to prioritize, strong decision making, clear judgment, to provide clear and effective decisions, and to innovate – all in an effort to achieve the objectives of the Financial Opportunity Center and organization.
- Management - ability to identify and utilize resources effectively and efficiently.
- Technical Capacity – the resources, skills, experience, knowledge, and aptitude to implement and grow the program toward sustainability.

Program Director - Key Duties

Program Management & Sustainability

- Responsible for the overall management and growth of the Financial Opportunity Center towards sustainability and meeting neighborhood/client needs.
- Responsible for ensuring the approaches and best practices and the RAIL CDC community rooted economic inclusion approach is the center of the Financial Opportunity Center model and is intertwined in program design, evaluation, and implementation.
- Work in collaboration with LISC Phoenix staff, RAIL CDC staff and consultants to develop, revise and update program budgets and performance systems.
- Develop Memorandums of Understanding and independent contracts with partners and vendors.

- Develop and maintain program flow-charts, manuals, systems, and policies and procedures.
- Work in collaboration with RAIL CDC management to seek grant opportunities and develop funding proposals.
- Work in collaboration with independent contractors to evaluate overall FOC operations, products including job readiness and career development curricula.
- Innovation to meet the dynamic and changing needs of the target population and staff.

Financial Coach and Consultant Management

- Responsible for the connecting RAIL CDC financial coaches and expert consultants,, training new staff, evaluating outcomes and allocating consultant time and reporting on activity and outcomes..
- Support Consultants and Financial Coaches in developing their Professional Development Plans, encourage and nourish their innovation and ownership of program outcomes and culture .
- Develop job descriptions and effective recruitment and hiring.

Partnerships

- Work collaboratively with RAIL CDC & LISC Program staff to ensure effective utilization of resources, implementation of the program model, and plan growth of Financial Opportunity Center as we set up the program from now to Dec 31 and actively serve clients from October/November into 2023..
- Develop and maintain working relationships with program funders, partners, employers, institutions, and other not-for-profit organizations to meet client/neighborhood needs and ensure program success.

Outcomes

- Responsible for supervising the effective utilization of the Financial Opportunity Center's outcomes tracking system (Salesforce).
- Responsible for reporting to program funders and other key stakeholders.
- Effectively utilize data and outcomes to drive program decisions and design.

Preferred Strengths and Abilities

- Virtual and On-site Project Management in multiple meeting area
- Outreach and marketing/communications
- Finance, Budgeting & Cost Management
- Systems and Technology Utilization, planning and training
- Team Building and development
- Program Development and management
- Strategic partnership development and support
- Management, coordination, and supervisory skills
- Interpersonal, translation, and interpretations skills
- Results Driven
- Grant Writing Skills
- Familiarity with Government funds and funding requirements
- Familiarity with community needs and resources
- Start-up experience
- Communication skills- English and Spanish (Required)

Preferred Qualifications

- Previous experience working with workforce development, employment, grant writing and community engagement, and financial coaching.
- Candidate must possess strong communication skills; excellent computer skills, and attention to detail, model patience, respect and consistency.
- Bachelor's degree or equivalent experience in nonprofit and community services. Demonstrated work experience providing financial literacy services to low-income consumers (including assessment, education, advocacy and support), preferred.
- Hours: The Program Director is a full time, grant-funded, salaried position. Flexible 9:00 am to 5:00 pm are operating hours for program development, implementation and contact with public partners and clients. Workshops and one-on-one Coaching appointments are scheduled as needed.

Send Application Letter and/or Resume to ryan@railcdc.org. Questions? Ryan Winkle 6027416465