



Financial Education Coordinator and Housing Hotline Associate

Summary:

The Neighborhood Developers (TND) and its CONNECT department, is seeking a full-time employee to help organize financial trainings and to assist tenants with accessing rental assistance and other supports in the communities of Chelsea and Revere. Both communities were hard hit by the pandemic – with a great deal of job loss and financial instability for our low income, largely immigrant communities - so this is a particularly important time for assisting families with access to rental assistance and with trying to restore some of their financial health, with the long-term goal of promoting economic mobility.

The selected applicant will work two days per week as Financial Education coordinator and three days per week as a Housing Hotline Associate.

Overview:

Opportunity Communities, LLC (OppCo) was created as a fresh and innovative business model that solves a fundamental structural challenge: retaining local control of resources and assets, that are continually reinvested back into the community, while benefiting from the efficiency and effectiveness of a larger scale entity.

The Neighborhood Developers (TND) is a community development corporation based in Chelsea and serving Chelsea, Revere and Everett. TND's mission is to bring its core strengths – building homes, engaging neighbors, and fostering economic mobility – to community partnerships that create great neighborhoods where all people can thrive. TND has a real estate portfolio of about 450 homes and about 20,000 sq. ft. of commercial space in Chelsea and Revere. TND also has a development pipeline of about 350 homes, including new construction and renovation, in a range of projects that mix uses, incomes and styles to meet community needs.

Essential Duties:

Financial Education Coordinator

CONNECT's goal is to move clients from financial insecurity—income constrained, savings limited, and debt challenged—to feeling in control of day-to-day finances, having the capacity to absorb a financial shock, being on track to meet financial goals, and having the financial freedom to make choices to enjoy life.

TND/CONNECT delivers financial literacy workshops and one-on-one financial coaching to tenants residing in Chelsea, Revere, and nearby cities, reaching 450 people a year. The Financial Education Coordinator will design and develop financial literacy workshops and encourage



participants to meet one-on-one with a CONNECT financial coach.

Specific duties:

- Help develop and organize classes on debt reduction, including negotiation with budgeting basics, debt collectors, financial stability, building or improving credit, car purchasing and home buying and others as driven by community needs
- Includes helping financial coaches develop the curriculum, selecting the date and location (over zoom if necessary), conducting outreach to our communities so that they are aware of our offerings, and enrolling interested participants and taking attendance and survey participants to see if classes met their needs
- Make referrals to financial coaches and encourage client awareness and usage of other CONNECT and partner organization services as appropriate
- Coordinate with CONNECT partner organizations as needed
- Establish and maintain working relationships with other relevant organizations such as financial institutions and local nonprofits

Track service delivery, progress and client outcomes for all programs. information about classes, attendees and referrals into Salesforce.

Housing Hotline Associate

Our Housing Hotline was created during the pandemic to respond to the unprecedented need for rental assistance to help prevent evictions. The Hotline has already disseminated over \$7 million dollars in rental assistance. Our Hotline provides comprehensive assistance to our callers in applying for the rental assistance and navigating the bureaucracies that they confront. The Hotline Associates also serve as case-managers, providing client-sensitive assistance and referrals. They also serve as strong advocates for their clients both individually and collectively with city and state agencies and other organizations.

Specific duties:

- Gain an accurate understanding of all relevant rental assistance program eligibility rules, application requirements, and the application process; the hotline and database systems the team uses to assist applicants, securely transmit applications, and track/report progress and results; also understand the quality review and disbursement process.
- Help community members complete applications for that rental assistance: this includes working with the hotline team to screen callers for eligibility, appointment scheduling, and assisting applicants and landlords in collecting all necessary documentation required for submitting their application for approval.
- Developing a detailed understanding of the process used by the hotline team to be able to provide case management services to hotline callers including working with their landlords to ensure they know that rental assistance is coming and helping the landlords navigate the process.
- Flagging cases that are not solvable via rental assistance to managers who will refer them to relevant organizations in the community, understanding basic tenant and landlord rights, and other services available in the community.



- Enter all information about callers and outcomes into Salesforce and any other database systems the team is using.
- Set and adhere to work schedule arranged in collaboration with the Managers
- Support the positive image and reputation of TND and CONNECT in the communities we serve.

Required Skills:

- Fluency in both English and Spanish is required.
- Strong program implementation skills: demonstrated ability to manage time, work effectively in a team, prioritize appropriately among multiple competing demands, and solve problems.
- Detail-oriented, well-organized, and able to work independently
- Strong computer skills with Microsoft Office suite and with Salesforce or other databases.
- Excellent communication skills and ability to work both independently and in a team
- Ability to interact positively and effectively with a variety of people from different backgrounds including race, ethnicity, gender, sexual orientation and socioeconomic status.
- Able to work some weekday evenings or Saturday daytime in response to the varied schedules of the applicants we are assisting.
- Experience working with low-income clients from a variety of racial/ethnic groups and countries.
- Knowledge of community resources in Chelsea and surrounding communities.
- Strong work ethic, a good sense of humor, and a commitment to social justice.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function in a satisfactory manner. The requirements listed above are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

To Apply

Opportunity Communities (OppCo) provides all administrative and operational infrastructure for TND. OppCo, and members Nuestra Comunidad and TND, are equal opportunity organizations. We recruit, employ, train, compensate, and promote without regard to race, religion, creed, color, national origin, age, gender, gender identity, sexual orientation, marital status, disability, veteran status or any other basis protected by applicable federal, state, or local law.

Submit your cover letter and resume to the following link: <https://www.tfaforms.com/4727949>