



A rich history of changing lives.

Jewish Family Services helps individuals and families achieve economic independence and emotional stability. We provide a unique combination of counseling, case management and workforce development services, using a person-centered approach to tailor services to meet the complex needs of the people who come through our doors.

Our organization is rooted in a rich history of Jewish values. Our services are not limited to those in the Jewish community, but are available to individuals of all races, ethnicities, and religions and from all economic circumstances. Our dedicated and talented staff reflects the diverse communities we serve.

## **Position Opening**

### **Financial Empowerment Center**

### **Financial Counselor**

The Financial Empowerment Center (FEC) program aims to improve the financial stability of residents by providing high-quality, one-on-one financial education and counseling to low-income residents. The Counseling Specialist will provide high-quality, one-on-one financial counseling to individuals in the community and support our integrated wrap-around service model. This position is responsible for advising clients how to experience financial freedom, empowerment, and security. This work is being launched in partnership with the City of Columbus to Central Ohio residents in Spring 2022.

#### **Primary Duties and Responsibilities**

- Provide one on one financial coaching: financial health, resolve financial issues, and identify financial goals with a lens towards proactive financial management
- Develop strategies and action plans to assist clients with budgeting, increasing savings, reducing debt, building credit, and accessing healthy banking
- Builds rapport with clients to cultivate trust and engagement in counseling sessions
- Communicates with third parties including collection agencies, lawyers, and lenders on behalf of clients to verify or resolve billing or collection errors, disputes, and negotiations
- Promotes and conducts outreach workshops and events to obtain new clients and grow financial stability knowledge in the community
- Provides on-site services at various referral partner locations to best reach the broad community requiring local travel in Franklin County
- Maintain an understanding of other services offered by Jewish Family Services and other community agencies such as public benefits screening, legal aid, and workforce development.

# JEWISH FAMILY SERVICES

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- Provide tools, resources, and accountability to help clients meet their goals and achieve financial empowerment.
- Refers clients to community resources to allow the individual to obtain the additional help needed
- Participates in professional development training annually, sits for certificate exams, and develops onboarding training for community stakeholders
- Collect and use data to inform the work and demonstrate impact
- Occasional evening hours to meet the needs of the population served
- Maintains confidentiality of records relating to client's interests, following HIPAA standards

## Personal characteristics

- Self-directed, action-oriented, innovative and flexible
- Passionate, humble and mission-driven, with a positive attitude and the highest integrity
- Collaborative team-builder
- Intuitive of other's needs in order to develop and manage trusted relationships with staff, partners and funders
- Attention to detail and production of quality work, along with ability to work quickly and under pressure

## Qualifications

- Bachelor's degree
- Direct service experience
- Preferred experience in social services, financial education, asset building, or community development
- Experience with data management, direct services, and building customer rapport
- Multi-lingual preferred
- Alignment with agency mission and desire to participate fully in agency life and culture
- Drive to make a positive difference both internally and within the Central Ohio community

If interested in applying for this position, please send a resume and cover letter to **Melissa Starr** at [hireing@jpscolumbus.org](mailto:hireing@jpscolumbus.org).

**We believe**

that we should treat ourselves and each other with dignity and respect.

**We believe**

that all people, no matter how different, are connected.

**We believe**

that people should feel safe in their homes and community.

**We believe**

that we have a communal responsibility to stand up for each other, especially for those among us who are vulnerable.

**We believe**

that we should speak honestly, straightforwardly and respectfully.

**We believe**

that we should respect and accept our neighbors as ourselves.

**We believe**

in being fully engaged and "all in."