

TACOMA COMMUNITYHOUSE

IMMIGRATION • HOUSING • EDUCATION • EMPLOYMENT • ADVOCACY

TCH • REACH CENTER



POSITION TITLE:	Bilingual (Spanish) Financial Coach	REPORTS TO:	Employment Services Manager
EMPLOYMENT TYPE:	Regular, Non-Exempt	SALARY RANGE:	\$42,000 - \$44,000
SCHEDULE:	Typically M-F, 8a-5p	APPLICATION DEADLINE:	7/5/2024

JOB SUMMARY:

Tacoma Community House is a highly regarded, community-driven service center dedicated to supporting immigrants, refugees, and individuals from the South Sound community in their quest for personal growth and empowerment. Established in 1910, we have been instrumental in equipping community members with the necessary skills to adapt to a new culture and achieve remarkable personal and professional accomplishments. Through our comprehensive programs and services, we inspire and enable individuals to forge their own paths to success and fulfillment.

Our Employment Services Department offers training, coaching, resource navigation, internships, networking, workshops, and supportive services for adults who want to improve their skills, build self-confidence, and find a job that aligns with their financial and career goals. We partner with dozens of local employers seeking qualified individuals and host frequent hiring events. The Employment Services team is committed to leveraging our individual and combined strengths in service of our clients through teamwork, innovation, and collaboration.

The Financial Coach is responsible for empowering adults to achieve financial stability and growth through personalized coaching and education. This role is vital in helping clients achieve financial empowerment and navigate the complexities of personal finance.

We strongly encourage individuals with personal, shared, or lived experience as an immigrant, refugee, or formerly homeless young adult to apply for these positions. We recognize the value of diverse perspectives and believe that firsthand knowledge of the challenges faced by our participants will greatly contribute to the success of our mission.

APPLICATION PROCESS

Please e-mail a resume and brief cover letter that *specifically addresses how your background makes you the best fit* for this position to Jobs@TacomaCommunityHouse.org. References will be requested.

KEY RESPONSIBILITIES:

- **Personalized Financial Coaching:** Conducting initial and follow-up assessments to create and refine budgets, set goals, and develop financial plans tailored to each client's needs.
- **Financial Education:** Providing in-depth education on various financial concepts such as credit management, interest rates, debt reduction, asset building, income and benefits optimization, and retirement planning.
- **Negotiation Support:** Guiding clients on effective strategies for negotiating with creditors, including payment adjustments, interest rate reductions, and the establishment of payment plans.
- **Credit Management:** Teaching clients how to establish, monitor, and protect their credit to enhance their financial health.
- **Adaptive Planning:** Reviewing and adjusting financial plans in response to changes in clients' financial, family, or employment situations.
- **Program Compliance and Outcome Achievement:** Adhering to program guidelines and meeting contractual service delivery outcomes to ensure the success of participants.
- **Record Keeping:** Maintaining accurate and timely physical and digital records in accordance with contract and program requirements.
- **Client Engagement:** Meeting with clients regularly through various modes (in-person, virtual, phone, and group settings) to provide ongoing support and education.
- **Workshop Facilitation:** Organizing and leading workshops and training sessions for diverse groups on a weekly, monthly, or quarterly basis.
- **Community Outreach:** Traveling within the community to attend meetings and connect with partners, clients, and service providers.
- **Team Collaboration:** Working closely with the Employment Services team to deliver comprehensive, bundled services to clients.
- **Additional Responsibilities:** Performing other duties as assigned to support the overall mission and goals of the organization.

REQUIREMENTS

Personal –

- Passion for the mission and vision of Tacoma Community House
- Demonstrated ability to establish rapport with diverse groups of people across the community from different social, cultural, economic, and educational backgrounds
- Deep respect and compassion for underserved communities and adult learners
- Commitment to inclusivity and equity, as a goal and an approach
- Detail-oriented with high level of accuracy
- Dedication to maintaining confidentiality and the ability to determine how it must be applied
- Desire to innovate and implement ideas resourcefully, as an individual contributor and within the team
- High degree of emotional maturity and cultural competence, particularly as it relates to working with LGBTQIA+ populations, people of color, and at-risk youth and young adults
- A clear understanding of, and the ability to demonstrate, professional ethics, boundaries and judgment
- Willingness to admit mistakes and learn new things

Experience & Skills –

- Bilingual in English and either Spanish, with proven ability to communicate fluently both verbally and in written form in both languages

- Ability to work collaboratively with community partners, including employers, clients, government agencies, and service providers
- Highly proficient computer skills, including presentations and data entry
- Comprehensive proficiency in Microsoft Suites
- Ability to work independently in a collaborative team environment
- Ability to adapt to changing needs, priorities, and timelines
- Ability to respond quickly to critical situations and make sound decisions
- Ability to work well under pressure, to rapidly assess problems, to develop solutions, and to deploy limited resources effectively

Other –

- Reliable transportation and a valid driver's license with proof of insurance
- Willingness to submit a background check and openly discuss

PREFERRED QUALIFICATIONS

- Experience working in a culturally diverse environment with people from a variety of cultural, educational, and economic backgrounds
- Knowledge and experience with financial management tools and resources
- Knowledge of Pierce County resources for low-income populations
- Knowledge and understanding of Pierce County's immigrant and refugee population
- Knowledge of and/or formal training the following areas: Equity, inclusion, and anti-racist practices; Cultural competency in issues faced by immigrants, refugees, youth and young adults, victims of crime, and LGBTQ individuals
- Experience implementing program guidelines while establishing and maintaining effective working relationships with clients

PHYSICAL REQUIREMENTS & WORK CONDITIONS

- While performing the duties of this job, the employee is regularly required to:
- Remain in a stationary position for extended periods of time
- Operate a computer and other office equipment, such as copy machine or calculator
- Traverse around the building from one room to another
- Access files and/or supplies in cabinets and/or drawers close to the ground
- Communicate with coworkers and with clients whose primary language may not be English
- Review electronic and physical data for accuracy

While performing the duties of this job, the employee may occasionally be required to:

- Present and/or instruct in front of up to 50 people in a classroom or virtually
- Transport up to 20 pounds at a time
- Access files and/or supplies in tall cabinets
- Use metal fasteners in file folders

This position works indoors, primarily in an office environment with a low level of noise but occasionally in a classroom or lobby setting with higher noise levels. There may be opportunities for this position to work remotely on occasion and/or to work a flexible schedule, with supervisor approval and depending on the needs of the

department. Individuals in this position may be expected to navigate difficult and uncomfortable situations while working with participants who have suffered trauma.

WHY WORK AT TACOMA COMMUNITY HOUSE?

Your paycheck is only part of your total compensation package. Employees also have access to a benefits package worth about 30% of their salary.

Insurance – We offer a comprehensive healthcare benefits package including medical, dental, and basic life insurance.

Retirement – Tacoma Community House employees may participate in a 403b plan which includes generous support from the Agency after 1 year of service.

Paid Leave – Leave benefits include 24 days of paid time off in the first year and 11 paid holidays.

We Are a Welcoming Workplace

Inclusion and empowerment are an integral part of who we are – our history, our culture, our identity. These values lead us in our operations as we strive to build and nurture a workforce that reflects the communities we serve and connects in our dedication to equity and social justice.

Tacoma Community House is an Equal Opportunity Employer

In our relationships with staff, our participants, and our community, Tacoma Community House does not discriminate on the basis of race, color, sex, religion, creed, age, national origin, marital or military status, sexual orientation, gender identity, the presence or perception of any sensory, mental, or physical disability, genetic information, or any other status or characteristic protected by local, state or federal law. Applicants in need of accommodation are encouraged to call (253) 383-3951.