

Income Supports Coordinator Financial Opportunity Center



ABOUT THE POSITION:

Isles, a nationally recognized nonprofit community development and environmental organization with the mission to foster self-reliant families in healthy, sustainable communities, is looking for an Income Supports Coordinator as part of our new Financial Opportunity Center (FOC).

The successful candidate will play a hands-on role in developing strategies and plans with FOC participants to increase their income through identifying, applying for, and receiving supplementary income various benefits programs and services. The candidate will be part of the Isles FOC team, developing a holistic financial improvement plan for FOC participants and connecting them with employment coaching, financial counseling, and housing counseling colleagues as appropriate.

ABOUT ISLES FINANCIAL OPPORTUNITY CENTER:

Isles' Financial Opportunity Centers (FOC) helps low to moderate income families boost earnings, reduce expenses, and make appropriate financial decisions that lead to asset building through an integrated service model approach. The FOC provides individuals and families with services across three critical and interconnected areas: employment services, financial coaching and access to income supports. Isles is in the process of building out a Financial Opportunity Center to enhance our existing financial services and workforce development programming, and to complement our two decades of housing counseling services.

POSITION DETAILS:

Income Supports

The Income Supports Coordinator provides direct assistance to low to moderate-income individuals who are enrolled as Financial Opportunity Center participants. The Income Supports Coordinator assists clients in finding ways to supplement their income and to reduce their expenses through the benefits they are eligible for. Income supports may include, but are not limited to public benefits such as food stamps, medical benefits, LIHEAP, EITC, free eye glasses, emergency cash assistance, and others, depending up on the participants' circumstances and eligibility. These income supports may be difficult to apply for, or challenging to find, or understand, and it is the role of the Income Supports Coordinator to makes these benefits accessible to FOC participants.

Case Management

In partnership with FOC participants and FOC colleagues, the Income Supports Coordinator helps develop an individualized plan with FOC participants to increase their income and reduce their expenses, and manages implementation of that plan. This position will also be responsible for entering and maintain accurate and up-to-date information on plan and benchmark status in Isles customer management systems.

Community Outreach and Education

In collaboration with Isles colleagues, the coordinator will develop and maintain an up-to-date database of available income supports and other appropriate services, and will develop and maintain relationships with other agencies and organizations to allow for referrals, advocacy, and FOC participant support. The coordinator may also conduct outreach and educational workshops to recruit for FOC services, to educate the public, and to promote Isles services more broadly.

WHO WILL BE SUCCESSFUL:

Successful candidates want to work in a unique *think, learn and do community-focused setting*.

They bring a commitment to supporting and empowering individuals and families in increasing their financial capabilities and wealth, and a willingness and curiosity to become an expert in the social services available to low and moderate income individuals. They are highly organized, effective communicators with diverse and varied audiences from differing experiences and backgrounds, and skilled in identifying opportunities, partnerships, funding sources, and efficiencies to increase the impact of FOC and Isles' services offerings, while ensuring that community members' interests remain the priority of projects and programs. They are able to adeptly lead in varied settings, working effectively with colleagues, public and private sectors, and community-based stakeholders.

MINIMUM QUALIFICATIONS:

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- Willingness and curiosity to become an expert in the social services available to low and moderate income individuals
- Excellent organizational skills and attention to detail, including following directions, filling out forms, and applications
- A commitment to supporting and empowering individuals and families from historically under-resourced communities and increasing their financial capabilities and wealth
- Ability to work independently and collegially in a fast-paced, goal-oriented environment
- Ability to work cooperatively with colleagues
- Strong written and oral communication skills
- Work experience in the social services sector
- Experience and cultural competency working with individuals and families from varied experiences and backgrounds
- Comfort using office technology including a desktop computer, student database, copier/printer, and large volume of email messages
- Proficiency in Microsoft Office applications (Word, Excel, PowerPoint, Outlook)
- Proficiency in utilizing virtual meeting platforms (Zoom, WebEx, Teams, etc.)
- Bachelor's degree or equivalent experience expected
- Bilingual in Spanish and English preferred

ABOUT ISLES:

Founded in 1981, Isles is a nationally recognized nonprofit community development and environmental organization with the mission to foster self-reliant families in healthy, sustainable communities. Each year, Isles reaches thousands of central New Jersey residents with opportunities for at-risk youth job training, affordable housing development, financial literacy training, homeownership counseling, community gardening, environmental health and education, community organizing, and regional planning.

WHAT IT'S LIKE TO WORK FOR ISLES:

Throughout its 40-year history, Isles has proactively and innovatively anticipated and responded to changing needs and priorities of the Trenton community and beyond. Isles works to impact underlying causes of social inequities in meaningful and effective ways, while ensuring a healthy work-life balance for staff members. Isles' culture is built around collaboration and mutual support, internally and externally, and a socially conscious commitment to advancing social justice and equity. Our team consists of more than 60 employees, plus a corps of volunteers and an engaged Board of Directors.

Compensation: \$45-50k plus comprehensive Medical, Dental, Vision, FSA benefits, 401K with company match and a generous PTO policy

Interested candidates should submit cover letter, resume and recent writing sample to hr@isles.org. Your application materials should demonstrate why you're a good fit for this position and what *specific* skills, experience, talents, and interest you'll bring to the table.