

Job Description:

Dove, Inc. Life Skills and Employability Coordinator

GENERAL RESPONSIBILITIES

The Dove, Inc. Life Skills and Employability Coordinator, under the supervision of the Homeward Bound Program Director, is responsible for providing one-on-one counseling sessions to agency clients consistent with the organization's vision and in compliance with regulatory/funding requirements. The Life Skills and Employability Coordinator ensures counseling service quality by adhering to agency policies and procedures, managing related data collection and reporting, and fostering continuous improvement. The Life Skills and Employability Coordinator also effectively supports integrated programs as assigned. To fulfill these roles the counselor must have good interpersonal skills, possess a working knowledge of finances/credit, be an effective problem-solver, and be able to convey suggestions/ideas in a constructive, nonjudgmental manner, must be organized and efficient in time/work management. The Life Skills and Employability Coordinator provides supervision to the Employability Specialist, Life Skills Specialist and Children's Specialist.

EXAMPLES OF WORK

Provides direct supervision to the Employability Specialist, Life Skills Specialist and Children's Specialist

Conducts regular meetings with Life Skills and Employability staff and provides direction and guidance, as needed

Oversees the daily processes of each project, group and class offered by the LSE staff, ensuring that the tasks are being carried out as outlined in the project grants

Provides financial/housing counseling to clients.

Developing strategies for addressing financial objectives.

Interacting with clients, in a professional, responsive, helpful, and positive manner, within scheduled appointments as well as in follow-up calls, correspondence and contacts.

Advocating to creditors, attorneys, benefit providers, and other resources on behalf of clients.

Ensuring client files are complete, including appropriate information releases, file documentation, proper computer database entry, and related correspondence, maintaining records and completing reports as requested.

Manages counseling schedule to ensure appointment availability.

Staffs calls and provides information, advice, and referral to clients who call-in with questions.

Collaborates and cooperates with Client Services Coordinator, Case Managers and other staff in manages client issues.

Participates in staff meetings and training as scheduled.

Conducts agency educational and community awareness programs and presentations as needed.

Represents agency at events, seminars, networking functions, as needed.

Interacts with staff, board, clients and others in a professional, helpful, and positive manner.

Performs related duties as required.

QUALIFICATIONS

Applicants should have at least two or more years of experience in financial industry. HUD Housing Counselor Certification preferred. An academic degree in a related field may substitute for experience. Applicants should demonstrate problem solving and time management skills. Applicants should have knowledge of consumer skills, credit reporting, financial products, lending products, mortgages and financial and housing management. Applicant should have basic proficiency with calculator, keyboard, Microsoft Word, Excel, & Outlook. Applicant should have experience with computer appointment systems, data entry, and business writing. Applicant should demonstrate the ability to work on projects independently with strong personal organization.

Applicants should have effective communication skills and should be able to work in a cooperative team atmosphere and function smoothly under stress. Applicants must be able to perform the following: Lift and carry 30-50 pounds, sit and/or stand for prolonged periods of time, bend, twist, stoop, or kneel, exhibit manual dexterity, vision correctable to 20/20 or sufficient to complete job responsibilities, including color recognition, hearing correctable in order to complete job responsibilities. Prior to employment all employees are subjects to background and drug checks as required by program grants and the Dove, Inc. Personnel Policy. These checks may be updated periodically.

SALARY AND BENEFITS

The introductory salary range for this position is from \$28,000 to \$34,000 per year with raises available each July 1st based on availability of funds. Fringe benefits include paid holidays, up to 19 paid leave days per year, group health insurance, life & disability insurance, direct deposit, matching retirement and an Employee Assistance Program.

WORK CONDITIONS AND ENVIRONMENT

This is a full time position requiring 40 hours per week, and it is subject to the Fair Labor Standards Act. This employment is contingent upon continued funding for this position. The Dove, Inc. Financial and Housing Counselor reports to the Homeward Bound Program Director. A program office is located at 788 East Clay Street. This position is funded through a grant, and no promise of employment is made beyond the end of that grant period.

DOVE, INC. IS AN EQUAL OPPORTUNITY EMPLOYER
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