

Bilingual Financial Assistance Program Manager

Job Summary

We believe everyone deserves to be healthy and that individual access to nutrition affects the overall health of our society. To achieve this vision, IFCS offers a variety of programs, including daily hunger alleviation food distributions, utility financial assistance, wellness vouchers to local recreation centers, and more. Serving as a key member of the Programs Department, the Financial Assistance Program Manager supervises the Resource Navigation team while driving processes and strategies to maximize impact. Given that 80% of participants speak Spanish, the role requires fluency in English and Spanish to serve a diverse community best equitably.

Primary Responsibilities

- Oversight of Resource Navigators
 - Under the Program Director's and Executive Director's leadership in their absence, the Financial Assistance Program Manager will supervise part-time contract resource navigators.
- Manage financial assistance programs
 - Responsible for approving applications for all the financial assistance programs,
 - Work alongside the Program Director to ensure (1) implementing procedures for efficiency and equitable practices and (2) the dissemination of new or updated organization policy.
 - The manager is tasked with supporting the continual updating of IFCS financial assistance services to ensure relevancy and improve the program experience.
- Facilitate the Customer Service Experience
 - Applications for financial assistance and wellness programming typically occur electronically through website forms, email communications, and phone conversations. The manager will ensure the team has the skills and tools needed to deliver high performance in customer service.
 - IFCS' daily Food Market provides grocery products on-site Monday through Friday. The Financial Assistance Manager will ensure program participants (1) have a thorough review of client intakes and profiles, (2) orient participants to IFCS programs and additional community resources, and (3) provide appropriate referrals to external service providers to meet unmet needs.
- Community Outreach Engagements
 - Promote IFCS to external community events and act as a liaison between agencies and IFCS to educate people about programs.

Required Qualifications

- Fluent in English and Spanish written and verbal communication
- At least two years of team management
- At least two years of overseeing programs that assist the community
- Leadership skills to guide a team collaboratively
- Excellent interpersonal customer service skills
- Skilled in working with diverse groups and working towards DEI initiatives
- Work independently and collaboratively
- Reliable source of transportation

Schedule

Monday through Friday, on-site work is required.

Work hours are primarily scheduled between 7:30 a.m. and 4:30 p.m. with a 30-minute unpaid lunch break.

Employee can select to work from 7:30 AM - 4:00 PM or from 8:00 AM – 4:30 PM

Compensation

A full-time, exempt position working \$25 per hour.

Benefits

Available after 60 consecutive days of employment and include paid health insurance for the employee; Simple IRA retirement plan with up to 3% employer match; paid sick, holiday and vacation hours; life insurance.

Our Company Culture

IFCS is based on the desire of one woman in Englewood to make a difference in her community. We aim to emulate that day-in and day-out by leveraging donations, grants, and volunteers in the Denver Metro Area to the benefit of our neighbors earning low incomes or living with fixed incomes. Our small team is dynamic and diverse, representing varied racial, cultural, and religious backgrounds. We honor special moments in our lives by coming together for a shared meal in celebration. Continuous learning is encouraged and opportunities to network with professionals and leaders in our community are provided.

Apply

Send a resume to ifcs@ifcs.org with the subject "Financial Assistance Program Manager Application"

Interviews

Interviews will be conducted on a rolling basis starting November 11, 2024.

Integrated Family Community Services is an Equal Opportunity Employer. If you meet some, but not all the qualifications, yet bring strength in crucial areas, you may be a perfect candidate!.