

Bilingual Financial Assistance Program Coordinator

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. As a key member of the Programs Department, the Financial Assistance Program Coordinator works alongside the Program Director to ensure that the financial assistance programs run efficiently and serve participants equitably. This role will ensure that Resource Navigators correctly implement the procedures from promotion to approval. The coordinator will ensure the promotion of IFCS programs is easy to understand and updated. 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

- Assist with training and supervising resource navigators on accurately inputting applications into programs' software.
- Assist with the resource navigators' schedule to ensure at least one during the market shifts.
- Ensure the resource navigators have the correct information about the programs so they can communicate accurate information about program eligibility and deadlines.

Administrative

- Work alongside the Program Director to ensure (1) application procedures are efficient and equitable and (2) applicants have a clear understanding of eligibility requirements.
- Maintain an organized system of reviewing applications to ensure IFCS reviews eligibility correctly and responds promptly to candidates.
- Assist with maintaining spreadsheets to collect data on the participants we serve.

Customer Service

- Ensure all IFCS program flyers and announcements are accurate and translated into English and Spanish.
- Respond to general questions and concerns about financial assistance programs by email and phone in English and Spanish.
- Ensure that IFCS participants (1) receive a thorough review of their applications, (2) are oriented on the eligibility requirements for IFCS programs, and (3) provide appropriate referrals to external service providers.

Community Outreach

- Attend resource fairs and other community outreach activities to educate about IFCS programs.
- Research and connect with other organizations on events and programs relevant to IFCS participants' demographics.
- Responsible for updating the resource corner at the market and the IFCS online resource library when needed.

Required Qualifications

- Fluent in English and Spanish written and verbal communication.
- Proficient in using the computer to organize information on spreadsheets, maintain an email inbox, update documents on Adobe, and learn new software.
- Leadership skills to guide a team collaboratively, especially in problem-solving.
- Exceptional interpersonal customer service skills that have worked with diverse clients.
- Highly skilled at time and project management that adapts to working independently and in a team.
- Values and proactively puts Diversity, Equity, and Inclusion into practice in the day-to-day work.
- Strong skills in providing and receiving feedback to encourage team growth.
- Highly organized and pays attention to details for accuracy.

Additional qualifications that are ideal

- 1-2 years of team management
- 1-2 years of overseeing program administration
- Experienced in working with under-served communities (immigrants, low-income, BIPOC)

Work Schedule

On-site work is required Monday through Friday. Occasionally, Saturdays will be worked for special events. Employees can select to work from 7:30 AM - 4:00 PM or 8:00 AM – 4:30 PM.

Compensation

A full-time, exempt position working \$25 per hour. The pay rate is fixed and non-negotiable.

Benefits

Available after 60 consecutive days of employment and includes paid health insurance for the employee; Simple IRA retirement plan with up to 3% employer match; paid sick, holiday, and vacation hours; and 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 benefit 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 and cover letter to ifcs@ifcs.org with the subject "Financial Assistance Program Coordinator" Interviews will be conducted on a rolling basis starting December 16, 2024.

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