



Position Available: Financial Counselor (Full-Time)

Overview of the Organization:

Chhaya is the only South Asian and Indo-Caribbean Community Development Corporation (CDC) in the nation. Our mission is to build community power, housing stability, and economic well-being of the South Asian and Indo-Caribbean communities in New York. Since our founding in 2000, Chhaya has helped prevent hundreds of foreclosures; assisted first-time homebuyers in obtaining thousands of dollars in down-payment assistance, led the basement legalization campaign in New York City, provided individuals with key immigration services, empowered families with financial management tools and skills, and fostered the civic engagement of thousands of South Asian and Indo-Caribbean New Yorkers. As a leader in New York City's housing and economic justice sector, Chhaya is poised for significant organizational growth and development. Our main office is in Jackson Heights and we have a second location in Richmond Hill - two neighborhoods with vibrant South Asian and Indo-Caribbean communities.

Summary of the Position:

The Financial Counselor will play an integral role in achieving Chhaya's mission of building economically stable, sustainable, and thriving communities. The counselor will work within Chhaya's Asset Building Program to target South Asian immigrants and other marginalized communities in New York City to promote economic independence and financial stability, with a particular focus on women, as well as contribute to Chhaya's programmatic vision and growth for the community.

The Financial Counselor's primary responsibility will be to provide individual counseling services for Chhaya's Financial Empowerment Center program while providing referrals to Chhaya's other services and working on other projects under team supervision. The Financial Counselor assesses clients during one-on-one financial counseling and, in partnership with clients, develops a personalized action plan in service of their clients' financial goals. Action plans include concrete recommendations around debt reduction, credit improvement, money management, optimal use of financial services, asset-building, and the pursuit of short- and long-term goals. Financial Counselors work with a high degree of independence and must exercise strong judgment and discretion when conducting outreach and managing client cases.

This position will report temporarily to the Program Director and eventually to the Associate Director of Programs, Asset Building & Small Business, once that role is filled.

Key Responsibilities:

Individual Counseling/Coaching

- Deliver individualized one-on-one financial counseling sessions (in-language where possible) centered around creating client-centric financial plans to reach short- and long-term financial goals
- Ensure client success by conducting follow-up communication, problem-solving with clients who are encountering difficulty reaching goals, and encouraging progress to reach goals
- Manage client caseload by maintaining files, detailing client notes and data in cloud-based database, and following through on relevant actions to support clients to achieve their goals

Marketing and Outreach

- Coordinate and implement an outreach strategy and marketing plan with the Programs team
- Help to implement an internal referral system to ensure clients of all Chhaya programs are referred to other relevant services
- Coordinate and deliver community presentations to targeted audiences
- Maintain relationships with local partners, financial institutions, and agencies, while also identifying supplemental resources and services for Chhaya's participants to reach their financial goals

Other Reporting and Administrative Tasks

- Track client success stories for reporting and communication purposes
- Participate in ongoing training and cross-training activities to increase personal and professional development
- Take ownership of program success by tracking metrics and developing strategies to ensure the program meets its goals

As a member of the Chhaya staff, additional responsibilities may be added related to special events, critical initiatives, and other special cases that require full staff participation (some evenings and weekends). Further, as a Chhaya team-member, it is every employee's responsibility to help further the organization's mission by building a work-culture centered around ownership, accountability, fairness, inclusiveness, and fun.

Qualifications:

- Bilingual in English and any South Asian language (Bangla, Punjabi, Urdu, Nepali, Tibetan or Hindi)
- Cultural competency to work with South Asian and Indo-Caribbean populations
- Bachelor's degree required
- Two years' professional experience (ideally in a related field such as coaching/counseling or personal finance)
- Thrives on making an impact and is knowledgeable in housing or economic justice issues
- Experience working in/or commitment to working with South Asian and low-income immigrant communities
- Highly motivated self-starter able to work independently and under direction
- Excellent interpersonal skills, attention to details and ability to communicate challenges and success
- Strong analytical, verbal, and presentation skills
- Some understanding of the financial and credit systems of the United States
- Demonstrated organizational skills, with the ability to handle multiple tasks and meet deadlines
- Highly detail-oriented, willingness to learn with an evolving program, promote effective outcomes, and identify service delivery weakness and strengths

Pay Range: \$50,000 - \$55,000 per year



chhaya

Community Development Corporation

To Apply: Please send a cover letter, resume, two professional references (in PDF format) to careers@chhayacdc.org with the subject line "Financial Counselor – Application".

Applications will be accepted until November 15, 2022. Only applicants under consideration will be contacted. No phone calls please.

This is a bargaining unit position with the Transport Workers Union, TWU.

Chhaya CDC is an equal opportunity organization that celebrates and embraces diversity. Chhaya does not discriminate on the basis of caste, race, religion, color, sex, gender identity, sexual orientation, age, or any other identities covered by appropriate law. All employment is decided on the basis of qualifications, merit, and organizational need.