

ICCF
Inner City Christian Federation
Position Description

Job Title: Individual Development Account (IDA) Counselor
Department: Housing and Family Services
Reports To: Resident Engagement Manager
FLSA Status: Non-Exempt/Full-Time

SUMMARY

The IDA Counselor assists families in their pursuit of asset building by promoting IDA's for homeownership, and by providing program information, enrollment, education, and monitoring of accounts on behalf of program participants.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following; other duties may be assigned:

- Identify IDA program participants through marketing and introductory activities. Determine eligibility for programs.
- Assist in outreach and promotional efforts to residents of ICCF rental properties.
- Provide exemplary customer service to employers and program participants. Organize and coordinate processes for IDA participant entry and exit activities.
- Execute data entry functions (Vista Share Outcome Tracker, RX Office, MIS IDA, Access, Excel, Moodle, Google doc, Twitter, and etc.) for the west region IDA program site.
- Monitor and reconcile as necessary reports from banking partners holding IDA accounts. Identify and follow up on discrepancies, lapses in saving, and other issues with program participants.
- Provide regular reports on program activity to participating employers, program funders, foundations, and ICCF advancement staff.
- Monitor contracts with supporting employers and fulfill obligations set forth, including yearly billing for program participation, lien restriction assistance, etc.
- Communicate with and monitor program participants in savings activity, match rates, and educational requirements for each program.
- Contribute to development of funding requests by providing outcome data on program participants.

- Collaborate with team members to identify needs of IDA participants, plan events, and support groups.
- Support the Resident Engagement team with delivery of resident services.
- Explore and identify innovative models for delivering IDA s and related services and to measure impacts on participant families and their communities.
- When appropriate assist with various HFS administrative and program activities.

SUCCESSFUL CANDIDATES WILL POSSESS:

- Passion for and commitment to achieving justice and equity in housing
- A high degree of initiative, independence and tenacity; able to identify and prioritize actions towards a goal
- Effective communication skills – verbal, written, presentation– with audiences diverse in age, race, etc.
- Racial and cultural competence - an understanding of the role of race, culture, class and power and the willingness to disrupt patterns of inequity inherent in systems and institutions
- Ability to build relationships quickly and authentically
- Willingness to collectively and personally work to close persistent opportunity gaps based on race, class, culture and power
- A sense of optimism and an assets-based way of viewing people and situations
- An orientation towards problem-solving– experience identifying root causes and developing results-oriented solutions
- Collective Responsibility – strong commitment to team with colleagues and partners by holding responsibility for successes and growth opportunities
- Demonstrated experience working in collaboration with others to effect change

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Minimum High School Diploma. Technical school, further specialized education, training or equivalent; or 1 – 2 years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole number, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk and use hands to finger, handle, or feel. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

COMPENSATION

Salary commensurate with experience.

ICCF offers a benefits package that includes medical/dental/vision insurance, benefit time (vacation and sick leave) and retirement.

Please submit your resume with a cover letter to hr@iccf.org. ICCF is an EEO employer.