



Financial Counselor

Chhaya CDC is a non-profit community development corporation based in the neighborhoods of Jackson Heights and Richmond Hill in New York City. Founded in 2000, the organization is committed to breaking down barriers to the economic, social, and political advancement of low to moderate income South Asian and Indo-Caribbean New Yorkers.

Chhaya CDC seeks a Financial Counselor who 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 Economic Justice Program to target South Asian and Indo-Caribbean immigrants as well as 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 while providing referrals to Chhaya's other services and working on arising 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 with conducting outreach and managing client cases.

Duties and 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 case load 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 Economic Justice 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, agencies and identify 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

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 finance)
- Experience working in/or commitment to working with South Asian, Indo-Caribbean 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 written, verbal and presentation skills
- 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

Note: Some evening and weekend hours may be required. 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.

Compensation:

The expected salary for this role is \$40,000-\$45,000 commensurate with experience. In addition, Chhaya CDC offers a comprehensive benefits package that includes health, life, vision, and dental insurance; ample vacation time and sick/personal days.

How to Apply:

Send a cover letter and resume to careers@chhayacdc.org with the email subject line: "Financial Counselor Application – [FIRST NAME] [LAST NAME]"

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