



WEST CENTRAL MN COMMUNITIES ACTION, INC.

“Partnering to build community and empower people to overcome poverty and achieve their full potential.”

Employee Name		Division
		Economic Empowerment
Job Title	Job Classification Code	FLSA Status
Economic Empowerment Advocate	6	Nonexempt
Reports to:		FTE
Director of Development and Operations		Full-time
Employee’s Signature		Date
Supervisor’s Signature		Date

PRIMARY FUNCTIONS

- Administer projects and initiatives for West Central Minnesota Communities Action including VITA tax site, Mortgage Foreclosure, Pre-purchase Counseling; facilitate Financial Literacy and Tenant Education classes and other projects as assigned; and collaborate with all divisions of West Central MN Communities Action and conduct community outreach activities.

AGENCY EXPECTATIONS

- Adhere to Agency policies and procedures.
- Acts as a role model within and outside the Agency.
- Provide friendly, responsive service to the public, community organizations and to those we serve.
- With a respectful and positive attitude, work with low-income individuals and families with diverse backgrounds.
- Support, develop and maintain productive relationships required to carry out job activities.
- Demonstrate flexible and efficient time management.
- Maintain the security and confidentiality of all records and interpersonal interactions.
- Serve as an advocate.
- Work effectively and cooperatively with community partners and co-workers.
- Participate in Agency-wide and program events.

QUALIFICATIONS

Minimum

- Associates degree in business, accounting, finance, or human services related field
- 2-4 years of related experience and/or training in delivering case management services
- Excellent communication skills; verbal and written
- Strong organizational skills
- Desire to conduct human service activities
- Thorough knowledge of Microsoft Office applications
- Ability to travel, as needed
- Ability to secure Foreclosure Prevention Certification
- Proof of valid driver’s license and current/adequate vehicle insurance coverage

Preferred

- Bachelor’s degree in degree in business, accounting, finance, or human services related field preferred
- Home Stretch Training Certification desired
- Professional experience working for or collaborating with a CAP agency
- Knowledge of mortgage foreclosure process, collaborators, partners, and community resources or related programs; data privacy laws; lending underwriting guidelines; mortgage loan programs; real estate agency; credit resolution; financial management; and grant request proposals.
- Demonstrated understanding of diverse backgrounds and cultures

REPORTING TO THIS POSITION ARE:

- Tax Administrative Assistant

ESSENTIAL FUNCTIONS:

1. Vita Tax Site
2. Supervision of Tax Administrative Assistant including oversight of service delivery, time management, accounts payable, and professional development
 - a. Must be able to complete required training and pass certification tests
 - b. Work as a team with staff and volunteers to ensure the highest quality of program services by adhering to program policies and procedures.
 - c. Follow procedures to ensure that all customer information is secure and private.
 - d. Manage the day-to-day activities at one or more seasonal tax sites in conjunction with program director and potential program intern:
 - 1) Oversee electronic-filing procedures (training provided)
 - 2) Coordinate volunteer tax preparation process
 - 3) Prepare computers and tax materials for each tax session
 - 4) Answer volunteer and customer tax/procedure questions
 - 5) Coordinate program services with on-site agency staff
 - e. Complete all necessary reporting in conjunction with supervisor.
 - f. Promote and maintain a successful fundraising plan for the tax site
 - g. Identify potential contributors and supporters for the tax site

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- h. Work cooperatively with other WCMCA volunteers and staff to assure the tax site runs smoothly and provides high quality service to customers, to include recruiting and training of volunteers
 - i. Some evening and weekend work required.
3. Housing Counseling
 - a. Work one-on-one with customers to help them learn the mortgage foreclosure process (estimated 7 clients per month)
 - b. Work one-on-one with customers to help them navigate the homebuying process.
 - c. Help customers explore possible options and develop sustainable plans and assist customers in completing modification forms
 - d. Provide household budgeting assistance and referrals
 - e. Complete data entry for clients as well as assist in reporting to funding agencies
 - f. Participate in outreach to general public about Foreclosure and pre-purchase program
 - g. Complete all necessary reporting in conjunction with supervisor
 4. Financial Literacy and Renting 101
 - a. Organize and Facilitate Financial Literacy and Renting 101 classes.
 - b. Help clients one on one if necessary
 - c. Secure certification and ongoing training
 5. Keep immediate supervisor informed of all problems, unusual or extraordinary matters of significance coming to his/her attention, so that prompt corrective action can be taken, as needed
 6. Assist program manager in compiling reports including data, narrative and fiscal as well as monthly program statistics and necessary data entry.
 7. Obtain required certifications, including needed CEU's
 8. Perform other duties and responsibilities, as assigned by supervisor

AMERICANS WITH DISABILITY SPECIFICATIONS

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 occasionally required to stand; walk; sit; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; climb stairs; balance, stoop, kneel, crouch or crawl; talk or hear; taste or smell.
- The employee must occasionally lift and/or move up to **20** pounds.
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment: Work environment characteristics 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. The noise level in the work environment is usually moderate.