

Appalachia South Cumberland Plateau AmeriCorps

Position: BetterFi 9933 TN-56, Coalmont, TN 37313

Title: Economic Mobility Intake and Program Coordinator

Requested Start Date: 11/1/22 **Projected End Date:** 12/31/23

Service Term X Full Time 1700 hours X Part Time 900 hours

Service Schedule: M-F 11am -7pm CST

Purpose: BetterFi's financial assistance program seeks to provide a pathway for individuals to escape dependence on predatory, high-interest loans and credit. The program primarily serves the geographic South Cumberland Plateau area and areas nearby, and the target clients are those who are financially vulnerable, have low asset liquidity, rely on alternative financial products and services (underbanked), or otherwise are seeking to improve their financial knowledge, financial stability, or credit.

Duties: The coordinator will be tasked with outreach, intake, scheduling, and some deployment of BetterFi's various financial assistance, financial inclusion, and economic mobility programs. Outreach will involve identifying and engaging with community stakeholders and potential program partners to develop intake pipelines for BetterFi's programs; intake will involve assisting individuals or organizations in navigating and completing applications for assistance with regard to BetterFi's programs; scheduling will involve scheduling free income tax assistance sessions or other financial assistance sessions, and deployment will involve leading classes or individuals in financial coaching programming.

Requirements:

Minimum

- be 17 years or older (no upper age limit)
- be a U.S. citizen, U.S. National, or Lawful Permanent Resident Alien – verified by I-9 documentation
- be able to pass a National Services Criminal History Background Check, including but not limited to NSOPW, State, & FBI fingerprint background checks
 - has received a high school diploma or its equivalent, or agrees to obtain a high school diploma or its equivalent & the individual did not drop out of an elementary or secondary school to enroll in the program

Additional

-reliable transportation

-comfort in speaking with strangers in person or over the phone in both a one-on-one and presentation setting

-comfort navigating computer systems and web-based applications

---Performance evaluation criteria will include:

-Number of financial credit assistance program applications completed

-Percentage of financial credit assistance program applications approved and disbursed

-Number of individuals coached

-Number of individual hours of coaching deployed

-Average pre/post coaching survey improvements

-Number of income tax filings submitted

-Average tax credit and filing savings achieved by tax filing