

Job Description
Tenfold, Inc.
Financial Empowerment Division
Equal Opportunity Employer (EOE)

Job Title: Financial Empowerment Center Manager

Date of last Revision: November 18, 2022

Organization and Program Description

Tenfold is a non-profit organization based in Lancaster, PA. Tenfold's mission is to spark the power in all people to achieve equitable housing and financial stability. The Ann Barshinger Financial Empowerment Center (BFEC) works to educate individuals and families on money management and the wise use of credit, help individuals develop a workable personal budget that will succeed, and strive to facilitate a workable action plan that will lead them to self-sufficiency. Services include one-on-one counseling, budget planning, debt management, education, matched savings program, and more!

Basic Function

Provide support and direct leadership for Financial Empowerment Specialists, FEC Intake, and support staff.

Take primary responsibility for managing all aspects of compliance, invoicing, and reporting processes for most funding contracts as assigned by the Director of Financial Empowerment. Provide administrative support for FEC programs as needed especially in relation to all compliance matters and the various outside CMS databases used by Tenfold. Manage and provide administrative oversight for ongoing programmatic compliance with COA standards and for the programs and services portion of the reaccreditation process every 4 years.

Essential Functions

1. Manage staff including BFEC Counselors, Intake, and support team by providing coaching and best practices
2. Ensure BFEC Staff maintain complete, accurate and up-to-date client files, including client intake information, budgets, action plans and any other documentation provided by clients during the course of counseling
3. Develop and build processes that maximize Tenfold's ability to provide financial counseling services by improving intake, appointment scheduling, document collection and generation, program determination, compliance, and billing
4. Ensure BFEC Staff adhere to all BFEC counseling guidelines and protocols.
5. Provide information about best practices, community resources and referrals to social service agencies that may be of assistance to clients.
6. .
7. Ensure BFEC Staff enter data of required client information and counseling log notes in the appropriate database.
8. Ensure BFEC Staff maintain regular contact with clients as necessary per counseling guidelines.
9. Promote and assist BFEC Staff to provide these counseling services at off-site satellite locations when requested by BFEC Director and/or as mutually agreed.

10. Prepare and submit monthly invoices including monthly reporting documentation as required for all relevant contracts. Pull data reports and prepare the required source-documents for these invoices and reports including service levels, outcomes, and demographics.
11. Assist BFEC Director in reviewing all assigned grants/contracts for compliance requirements and developing timelines and strategies to ensure that Tenfold complies with all contracted obligations and service parameters, and that all documentation, outcomes, and reporting requirements are accomplished on schedule.
12. Assist BFEC Director in maintaining master files – electronic and/or printed – of all funding contracts, reports submitted, documentation of performance reviews and monitoring visits, and other related documents.
13. Closely monitor budget compliance for funding contracts and spend-down progress to ensure full draw-down of all contracted funds to the fullest extent possible without overspending any aspect of the contract budget.
14. Provide administrative support for the BFEC FES as needed especially in relation to compliance matters and the various outside CMS databases used by Tenfold. This includes supporting direct service staff as needed in their use of these databases to ensure compliance and data quality.
15. Assist the with the Performance and Quality Improvement (PQI) process.
16. Manage and provide administrative oversight for ongoing programmatic compliance with COA standards and for the programs/services portion of the COA reaccreditation process every 4 years.
17. Conduct physical inspection of rental units for habitability and to ensure their compliance with lead safety and HUD standards.

Other Functions

1. Participate in staff meetings and training. (Overnight travel may be required for some trainings)
2. Represent Tenfold and the BFEC at community meetings when requested.
3. Provide off-site BFEC presentations and outreach when requested.
4. Maintain required certifications and track and follow up with each FES certifications as required.
5. Perform other tasks assigned by the Director of Financial Empowerment.

Ensure FEC Specialists to obtain Counseling Certifications required within 18 months from hire date

1. HUD (HUD Exam): Covers all aspects of financial and housing counseling (done within 60 days)
2. National Foundation for Credit Counseling: Financial and Student Lending certifications
3. NeighborWorks America: Homebuyer, Default Mortgage, and Rental certifications
4. Pennsylvania Housing Finance Agency (PHFA): Homebuyer and Default certifications

Supervision Exercised

Supervise all FEC Specialists and Intake Staff

Supervision Received

Responsible to the Director of Financial Empowerment.

Minimum Knowledge, Skills and Abilities

1. A Bachelor's degree in finance, business or a related field is *preferred*, or a 2 year degree in counseling, finance, business or related field. 4+ years of relevant job experience may be considered in lieu of degree.
2. Demonstrated personal financial management skills and experience.
3. English fluency required, bi-lingual Spanish strongly preferred.

4. Strong organizational and time management skills.
5. Excellent communication skills, including writing, speaking, and listening skills.
6. Computer-literate, with good knowledge of Microsoft Office applications.
7. Sensitivity to cultural and socioeconomic characteristics of the client population served.
8. A commitment to empowering others to resolve their own challenges and a conviction about the capacity of people to grow and change.
9. Ability to establish a respectful relationship with clients to help them enhance skills and confidence.
10. Capacity to maintain a helping role while setting appropriate limits.
11. Ability to work collaboratively with other staff and service providers.
12. Excellent administrative and clerical skills essential
13. Strong aptitude for mathematics, accounting, and working accurately with numbers required
14. Demonstrated ability to multi-task and work flexibly and efficiently – producing high quality work and meeting deadlines
15. Self-motivated with ability to manage own workload and take initiative in carrying out responsibilities
16. Sensitivity to cultural and socioeconomic characteristics of populations served
17. Commitment to Tenfold's Core Values:
 - We Value Empowerment
 - We value Innovation
 - We Value Integrity
 - We Value Diversity, Equity and Inclusion
 - We Value Teamwork

Requirements

- Full time, 40 hours per week. Evenings and weekends as needed
- Reliable and legal personal vehicle (Inspected and insured) and an active valid driver's license
- Willingness to travel to meetings/supervision of staff in Lancaster, York, and surrounding counties as needed

Classification

This position is classified as non-exempt from overtime and compensation is paid on an hourly basis.

The above is intended to describe the general content of, and requirements for, the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

I have read and understand the responsibilities and requirements of this position for which I have been employed by Tenfold.

Signature of Employee _____ Date _____

Equal Employment Opportunity

Tenfold is an equal opportunity employer and does not discriminate on the basis of race, gender, disability, ethnicity, religion, sexual orientation, national origin, age, citizenship, veteran status or genetic information.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties and responsibilities either unaided or with reasonable accommodation. The agency shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.