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**Job Title:** Program Coordinator  
**Program/Dept.:** Kaiser Financial Literacy  
**Classification:** Temporary, Full-Time, Non-Exempt  
**Salary:** \$20.00/Hourly  
**Reports to:** Program Manager  
**Location:** 1725 N Fine Ave, Fresno, CA 93727  
**Date:** February 23, 2023

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**1. AGENCY**

The Fresno Center (TFC) is a non-profit organization that was established in the past 29+ years, serving the community of Fresno County. TFC offers 20 different support services that include mental health, wellness, and healing, from immigration to education advocacy to clinical behavioral services to holistic wellness services. TFC is the one-stop shop that promotes cross-cultural understanding and cultural preservation. Eight of our 20+ programs focus on mental health services (Horticultural Therapeutic Community Centers Program, Living Well Center, Welfare-to-Work Employment Mental Health Services, Holistic Cultural and Educational Wellness Center, and Neighborhood Resource Center, California Reducing Disparity Project, Central Valley Regional Center Latino and Southeast Asian Navigator Program, and Kaiser Community Benefits Program). Our motto is to “Inspire, Encourage, and Cultivate”. Our commitment is to equip staff with the best training and practices to develop and maintain client loyalty and be the employer of choice in the Central Valley.

**2. THE PROGRAM:**

The Fresno Center (TFC), as an Embed partner in Financial Health Initiative Under Change Machine Embed Partner (Cohort 2), will embed financial coaching activities for the underserved, low-income community of all ethnicity and age groups, training and professional development for staff, and impact metrics in its services delivery models.

**3. SUMMARY/OBJECTIVE:**

The Program Coordinator, Financial Life Touch Coach for the Financial Health Initiative under Change Machine Embed Partner (Cohort 2) Project will work with the Case Manager of the Emergency Rental Assistance and Job Specialist of the Fresno Economic Opportunity Cohort to meet the expectation of the grant's deliverables and will work with Change Machine to develop a tailored plan to sustainability embed financial health work into TFC existing services. The population TFC will serve are typically underserved and experience multiple socio-economic barriers, including but not limited to cultural and language barriers, low income, low education rates, are immigrant/refugees, financial insecurity, homelessness or at risk of homelessness, lack of affordable housing, lack of reliable transportation, lack of professionals/graduates and jobs. Most are unserved and/or underserved communities of color, including but not limited to Southeast Asian (Hmong, Khmer, Lao), Latino, African American, Punjabi speakers, immigrants, and refugees.

**4. ESSENTIAL FUNCTIONS**

- 4.1 Initiate one-on-one life tough financial coaching conversation with client and provide relevant tools and resources to support them in reaching financial security outcome.
- 4.2 Support client in setting action-driven financial goals and prioritizing these goals to encourage progress and sustainability.
- 4.3 Coach client in developing a spending and savings plan with the goal of establishing a habit of saving.
- 4.4 Support client in calculating their financial transaction cost with the goal of reducing these costs and increasing financial security.
- 4.5 Coach clients in pulling and reviewing their credit reports with the goal of increasing their credit score and access to future resources.
- 4.6 Coach clients in calculating and prioritizing their debt with the goal of decreasing their debt and increasing their financial security.
- 4.7 Provide referral options to clients for additional services that facilitate increase financial security, including tax preparation services.
- 4.8 Engage in professional development to build and deepen personal financial security knowledge.
- 4.9 Develop, Conduct, and facilitate workshops on topics as follows: Financial Goals, Assets, Banking, Credit, Debt, Taxes.
- 4.10 Build strategic partnerships with financial institutions to offer clients meaningful financial products and services to assist in reaching goals.



- 4.11 Assist with outreach to targeted populations to embed financial literacy to Fresno Economic Opportunity Cohort and ERAP Programs.
- 4.12 Assist in coordinating in-person events, virtual events, and forums to connect and link with clients and actively attends community events.
- 4.13 Promotion of events and activities related to the Fresno Center.
- 4.14 Assist other programs within the Fresno Center or partners agencies.
- 4.15 Other duties as assigned to support the overall mission of the Fresno Center

**5. MINIMUM QUALIFICATIONS:**

- 5.1 Experienced in building relationships with the community, community-based organizations, government institutions, education institutions, and private businesses.
- 5.2 Ability to connect with different agencies to conduct workshop.
- 5.3 Commitment to the mission and values of the agency
- 5.4 Committed to community building and development.
- 5.5 Must have transportation and a valid California Driver's License
- 5.6 Clean DMV record and valid vehicle insurance
- 5.7 Must pass a background check and drug test.

**6. COMPETENCY:**

- 6.1. Strong leadership skills
- 6.2. Strong oral communication skills
- 6.3. Prior knowledge and experience of governmental systems and policy changes
- 6.4. Ability to inspire, empower, and cultivate self and others.
- 6.5. Ability to adapt to various environments.
- 6.6. Ability to maintain motivation to achieve goals while dealing with challenges.
- 6.7. Ability to collaborate with others.
- 6.8. Ability to manage time and task to meet deadlines.
- 6.9. Ability to interact with people of all ages and cultural backgrounds.
- 6.10. Proficiency in MS Office, Teams, Excel, and other web-based applications
- 6.11. Ability to work flexible hours.
- 6.12. Commitment to the mission and values of the agency.

**7. SUPERVISORY RESPONSIBILITIES:**

This position has no direct reports or level supervision.

**8. PERSONAL QUALITIES**

- 8.1. Accountable
- 8.2. Diligent and organized.
- 8.3. Ethical and loyal
- 8.4. Punctual
- 8.5. Flexible
- 8.6. Problem-solver
- 8.7. Creative
- 8.8. Honest

**9. 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.

**10. TYPICAL WORKING CONDITIONS:**

The office setting is a normal environment. Occasionally work during early morning, evening, or weekend. May be subject to temperature variances in the office. The noise level in the work environment is usually moderate but may come excessively loud with the increased patient flow during a busy day.



**11. TYPICAL PHYSICAL DEMANDS.**

Requires sitting, standing, or walking for up to eight hours a day. Some bending, stretching, or reaching may be necessary. Lifting to 40 pounds may be required on occasion. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

**12. POSITION TYPE AND EXPECTED HOURS OF WORK:**

This is a temporary full-time position with typically work hours 8 am to 5 pm, Monday to Friday with weekend and evenings as needed.

**13. TRAVEL:**

This position may require travel as needed.

**14. REQUIRED EDUCATION AND EXPERIENCE:**

- 14.1. Minimum of HS diploma or GED.
- 14.2. Minimum of one year working with community agencies and organizations
- 14.3. Minimum of 3 months case management experience in advocacy/navigation.

**15. PREFERRED EDUCATION AND EXPERIENCE:**

- 15.1. Some experience in financial services and experience in teaching adult learners preferred.

**16. ADDITIONAL ELIGIBILITY QUALIFICATIONS:**

None

**17. BENEFITS:**

- 17.1. Medical, vision, and dental coverage.
- 17.2. Life insurance coverage at annual salary.
- 17.3. Sick leave, per personnel policy (7 days per year).
- 17.4. 401k retirement plan, after completion of 90 days of employment; potential 3% match.
- 17.5. Vacation, per personnel policy (12 days per year).
- 17.6. Holidays per personnel policy (currently 12 paid holidays per year)

**CLOSING DATE: March 2, 2023 @ 5 PM.**

To apply please submit a cover letter, attention to Kellie Charfauros, resume, and three references, with in the subject line Program Coordinator and email to [kellie.charfauros@fresnocenter.org](mailto:kellie.charfauros@fresnocenter.org). The Fresno Center values diversity and is an affirmative action employer. All interested individuals, including women, people of color, people over forty, and persons with disabilities are encouraged to apply.