



## POSITION ANNOUNCEMENT

### Consumer Credit Counselor

Family Service of the Piedmont is a not for profit agency whose mission is to promote healthy lives and relationships for children, families and individuals, through early intervention, treatment and support in times of crisis or transition.

The agency is seeking a **Consumer Credit Counselor** to provide financial counseling and coaching to clients in the areas of budgeting, housing, the wise use of credit and to provide clients with the skills needed in the management of their personal finances.

#### **Responsibilities:**

1. Establishes and identifies cause of financial distress and/or clients needs and implements action plans to assist clients in achieving their goals.
2. Develops a budget with clients based on income and expense information provided by applicants; modifies budget following discussion with client; examines options available to client; fosters the development of money management skills; recommends the Debt Management Plan where appropriate and refers clients for other community resources where appropriate.
3. Provides follow-up counseling and ongoing support to Debt Management clients who are experiencing difficulty in making monthly payments to review financial goals, examine hardships, budget and monitor debt repayment; modify terms of the repayment plan if necessary and feasible; develop skills in assessing the presence of other personal and family problems and motivate clients to seek clinical counseling or other assistance for their difficulties where appropriate.
4. Documents service delivery and contracts with clients or creditors and completes routine administrative tasks. (e.g. reports, forms, letters, computer documentation etc.) in accordance with agency expectations and time allotments.
5. Adheres to confidentiality in the performance of all assignments.
6. Collaborates and consults with the Trust Management Team to resolve discrepancies related to client accounts.
7. Maintains a teamwork relationship with counselors and co-workers in the interest of providing the most effective service to clients on the Debt Management Program.
8. Responds to incoming requests for information from prospective clients; schedules appointments and enters application data in computer.
9. Promotes a positive image of the agency by understanding program services and shall promote the agency whenever given an opportunity to do so. Conducts him/herself according to a professional code of ethics. Assures quality service by knowing and enforcing rules, regulations and legal requirements.
10. Provides community presentations in all relevant areas of the consumer credit field.
11. Maintains active professional interest in the consumer credit field; attends selected seminars, conferences, workshops, etc. to increase knowledge and expertise in the primary areas of performance responsibility; share new information with staff and incorporate new approaches into practice with supervisory approval.
12. Performs other duties as may be assigned.

#### **Qualifications:**

1. The ability to respond appropriately to the cultural differences present among the organization's service population and staff is required.
2. Ability to work in partnership with other team members.
3. Ability to forge a mutually respectful partnership with persons served and their families in which they are helped to gain the skills and confidence to address any issues and problems they face.
4. Conviction about the capacity of people to grow and change.
5. Ability to set limits and maintain the helping role of the practitioner and to intervene appropriately to meet the needs of the persons served or other family members.
6. One to two years experience in some phase of budgeting, counseling, human services or the credit granting/debt collection industry. A Bachelor degree from an accredited school with a major in social work, psychology, finance, business administration or related field is preferred.
7. Spanish-speaking strongly preferred.

Send resume and letter:  
Human Resources  
Family Service of the Piedmont  
902 Bonner Drive  
Jamestown, NC 27282

**FAMILY SERVICE OF THE PIEDMONT IS AN EQUAL OPPORTUNITY EMPLOYER**