

## About Neighborhood Trust

Neighborhood Trust is a national nonprofit social enterprise and marketplace innovator creating solutions to better meet the financial needs of low wage workers. Our solutions are designed to create high-impact, systemic change by directly serving both individuals and institutions. We help workers eliminate and avoid debt, which enables them to build savings, escape the vicious cycle of living paycheck to paycheck and assert control over their financial lives. For over 25 years, we've worked side by side with workers, collected vast data and qualitative insights about the financial challenges they face, and built strategic partnerships across the financial services ecosystem.

In 2006, Neighborhood Trust—known then as Credit Where Credit Is Due—became one of the first organizations to join New York City's Financial Empowerment Center (FEC) Program network to bring financial counseling services to City residents. It's a program we've maintained since its launch and currently work closely with the New York City Office of Financial Empowerment (OFE) to administer.

## About Your Role

Neighborhood Trust seeks a full-time Associate Director of Programs (ADP) to manage all aspects of our FEC Program and provide overall supervision to a team of FEC Financial Coaches. In this position, you will play a crucial role in maintaining NTFP's leadership in the financial inclusion field, helping to continually improve on our financial counseling service model to promote industry best practices.

## Your Responsibilities:

### Supervision and mentoring of Financial Coaches:

- Supervise and mentor a team of Financial Coaches, fostering a collaborative and supportive working environment.
- Demonstrate leadership and expertise in financial coaching aligned with adult education principles, serving as a mentor on effective coaching and facilitation techniques.
- Ensure that coaches deliver consistent high-quality services that adhere to program protocols.
- Facilitate individual and group meetings to enhance Coaches' content expertise, counseling skills, and overall professional development.
- Collaborate with other ADPs to improve internal operations and our overall service delivery.
- Support coaches' professional development in line with our Career Architecture framework.

**Program Management:**

- Manage all aspects related to the execution of our FEC Program. This includes overseeing communications with the NYC Office of Financial Empowerment, as well as current and prospective partners;
- Develop and execute initiatives to meet programmatic goals. This includes creating client outreach initiatives as well as fostering potential new partners.
- Track program progress, creating commentary reports that reflect challenges, successes, learnings and next steps.
- Attend and present at events to promote our coaching services as needed.
- Support the hiring and training of new Financial Coaches.
- Lead or contribute to special projects and broader management duties, as assigned, to improve Financial Coach performance and overall client impact.

**What You Bring:**

- Alignment with our core [organizational values](#)
- Excellent communication skills—both oral and written
- Ability to manage projects successfully
- Proven ability to take initiative, problem-solve, and effectively manage external relationships
- Display versatility in working both collaboratively in teams and independently
- Hold a bachelor's degree and a minimum of 2 years of full-time work experience, with a preferred background in finance, financial education, counseling/coaching, or social service delivery; or possess 6 to 10 years of full-time work experience in financial education, counseling/coaching, or social service delivery, with either an additional year of supervisory or management experience, or experience in financial counseling
- Demonstrate fluency in both Spanish and English
- You must be committed to taking and passing the City University of New York (CUNY) Personal Finance Course, as mandated by OFE, and at no additional cost to you

**Position Details:**

- Status: Full-time, exempt
- Reports to: VP Financial Coaching
- Location: You will work at least 1 day a week at our main office in Washington Heights and periodically, you will be asked to attend meetings and other events at community-based organizations in NYC.

**Compensation and Benefits Package:**

- Salary: \$70,000–\$80,000 annually, commensurate with experience
- 100% employer-paid medical, dental and vision premiums for employees (savings of \$6K - \$10K per year)
- Eligible for 401(k) participation immediately, with up to a \$1K per year in employer match, vested immediately

- 12 weeks paid family leave for full-time employees, with schedule flexibility upon return to work for eligible employees
- Generous paid time off per year—12 paid holidays, 15 vacation days (grows with tenure), 6 personal/sick leave days, 1 civic engagement day
- Access to Health Flexible Spending Account, Dependent Care Flexible Spending Account, Life Insurance, and long-term and short-term disability plans

**To Apply:**

We are committed to building a diverse and inclusive workplace that reflects the diversity of our clients. We especially seek applicants with lived experiences of financial hardship or systemic exclusion. Staff from all backgrounds can contribute meaningfully to our mission, and we recognize that those who come from the communities we serve have a uniquely powerful perspective.

Please send your resume to [hr@neighborhoodtrust.org](mailto:hr@neighborhoodtrust.org) with the subject line "Associate Director of Programs".

*Neighborhood Trust is an equal opportunity employer and we are committed to equal employment opportunity in all decisions related to employment, promotion, wages, benefits and all other privileges, terms and conditions of employment.*