



**TEMPORARY
RECRUITMENT**

**SPARKPOINT FREMONT FINANCIAL NAVIGATOR
(SPECIAL ASSISTANT)**

20 hours/week temporary one year assignment

\$29 per hour



Applications will be considered as they are received. Interested candidates are encouraged to apply immediately.

BACKGROUND

The Fremont Family Resource Center (FRC) is a collaborative effort of 20+ State, County, City and non-profit agencies that support families in a variety of ways. Services available at the FRC include: adult and youth employment; child care information, referral and subsidies; counseling and case management; housing information; parent support; immigration services; services for the disabled; nutrition services for mothers and children; and health insurance counseling.

The City of Fremont is the lead organization in the FRC collaborative. The Administrator of the FRC, who reports to the Human Services Director, is responsible for the overall management of the FRC and is supported by a team of 14 including a Deputy FRC Administrator, Facilities Coordinator, Program Coordinators, Clinical Social Workers, Financial Coaches, and office and administrative support personnel. The FRC is a Division of the Human Services Department of the City of Fremont.

SparkPoint Fremont

Helping families get ahead financially is one of the core strategies identified by the FRC as an effective means of empowering and strengthening families and children. SparkPoint Fremont is part of a Bay Area wide initiative coordinated by United Way Bay Area which provides low-income Bay Area residents with free financial and career coaching and education to help them change their lives.

Cities for Financial Empowerment Fund (CFE) Financial Navigator Program

CFE exists to help government leaders embed systemic financial empowerment programs and policies into city services to improve individual and family financial stability. The Financial Navigators Program aims to provide a rapid deployment of financial empowerment resources as part of Fremont's emergency response via a phone-based COVID Response program, serving the Tri-Cities, and, in partnership with IRC Oakland, service all of Alameda County. Navigators will remotely serve residents and help clients navigate critical financial issues and make referrals to other social services and necessary resources. Services to be provided to individual callers will include comprehensive and up-to-date Federal, State and County based government and nonprofit resources, safety net services and financial prioritization guidance.

EXAMPLES OF DUTIES

- Participate in initial training of client management database (Compass) and available resources
- Conduct outbound calls to work directly with clients to assess their needs and select appropriate guidance
- Select appropriate next steps and referrals to resources identified within Compass
- Collect data using Compass
- Follow required protocol and program requirement
- Participate as a team member of SparkPoint Fremont, triage clients to additional services through SparkPoint Fremont and the FRC.
- Other related duties as assigned.

REQUIREMENTS

We are seeking a motivated, energetic individual to join the Human Services team to provide financial empowerment resources to the community. Expertise in one of the following is required: community organizing, customer support, social services, coaching/mentoring, teaching, or related fields. Knowledge of financial services is desired.

The ideal candidate will possess the following:

- Excellent communication and interpersonal skills
- Strong attention to detail
- Self-motivated and adaptable
- Ability to use a client management database
- Bilingual in Spanish strongly preferred

COMPENSATION

The position will work 20 hours per week with an hourly rate of \$29. This temporary assignment does not include benefits.

APPLICATION INSTRUCTIONS

To be considered for this position, submit a completed City application and resume through our online application system at www.fremont.gov/tempjobs.

A resume must be submitted with the completed City application. Applications submitted without a resume will not be considered.

Applications will be considered as they are received. Interested candidates are encouraged to apply immediately.

SELECTION PROCESS

The process will include individual and/or panel interviews, reference checks, fingerprint check for criminal history, and other related components. Only those candidates who have the best combination of qualifications in relation to the requirements and duties of the position will continue in the selection process. Meeting the minimum qualifications does not guarantee an invitation to participate in the process.

The City of Fremont is an Equal Opportunity Employer.

Reasonable Accommodation: We will make reasonable efforts in the selection process to accommodate persons with disabilities. Please advise Human Resources of any special needs in advance by calling

(510) 494-4660.

The information contained herein is subject to change and does not constitute either an expressed or implied contract.

SUPPLEMENTAL QUESTIONNAIRE - SPARKPOINT FREMONT FINANCIAL NAVIGATOR (SPECIAL ASSISTANT)

GENERAL INFORMATION:

The completion of this supplemental questionnaire is required for your application to be considered for the SparkPoint Fremont Financial Navigator (Special Assistant) position, and is an integral part of the examination process.

This supplemental questionnaire will be used to assess your experience as it relates to the position of SparkPoint Fremont Financial Navigator (Special Assistant). Your responses will be evaluated and will assist in determining which applicants will receive further consideration in the examination process.

Your responses must be verifiable with the information on your application.

DIRECTIONS:

When you apply online you will be asked to respond to the following questions:

1. Describe your experience in one or more the following areas: community organizing, customer support, social services, coaching/mentoring, or teaching.

2. Describe your experience in data entry, file management, creating correspondences.

3. Besides English, list any other languages in which you are fluent in speaking.
