



- I. **Job title:** Vice President Client Empowerment Services
  
- II. **Job Relationships:** The VP Client Empowerment Services reports to Lacasa's President/CEO and leads the financial empowerment and immigration teams, directly supervising staff on these teams and the front desk function. She or he is part of Lacasa's senior leadership team. She or he works in conjunction with the VP Development and Community Engagement and the President/CEO in forming and managing appropriate stakeholder relationships. The position provides leadership, direction, and vision, working closely with the AVP Client Empowerment Services, who directs operations.
  
- III. **General Description:** The VP Client Empowerment Services is responsible for delivering a high impact to the community in the areas of financial empowerment and immigration services through excellent, effective, and sustainable programs. Owns the financial performance and the mission alignment of all client empowerment services. Works in conjunction with Lacasa's senior leadership team to connect services to both the community at large and residents of Lacasa focus neighborhoods and residential communities. Provides high level leadership and vision, applies good business thinking and practices, builds external relationships and partnerships, and coaches high performance. The position requires approximately 80% focus on financial empowerment services and 20% immigration services. Deep technical knowledge or prior experience in immigration services and processes is not required.
  
- IV. **Accountabilities:** These include, but are not limited to, the following:
  - a. General functional responsibilities
    - i. Manage line of business budgets for financial empowerment and immigration, closing the gap between uses and sources.
    - ii. In partnership with VP Development and Community Engagement, identify and apply for grants that fund Lacasa empowerment services.
    - iii. Supervise, coach, and manage the performance of members of the financial empowerment and immigration teams and support staff, developing full potential.
    - iv. Business and product development related to Lacasa empowerment services, ensuring that products meet the needs of the market and that the value proposition is viable, leading to increased fee, sponsorship, contract, and transaction related revenue.

- v. In close collaboration with the VP Development and Community Engagement, engages in external relationship creation and management within the local market that increases program visibility and opens new channels for service delivery and funding.
  - vi. In collaboration with the AVP Client Empowerment Services, define and manage against key performance indicators for the financial empowerment and immigration teams' staff members.
  - vii. Ensure departmental data integrity and that reports and compliance requirements are met in an accurate and timely manner.
  - viii. Champion the adoption of a social enterprise focus in client empowerment services. Fully support activities related to participation in the NeighborWorks Sustainable Business Initiative.
  - ix. Participate in business networking events, particularly in Elkhart (a current geographic priority).
- b. Financial Empowerment Services
    - i. Seen as a champion of financial well-being in the community.
    - ii. Actively networks and available for presentations at businesses, service clubs, and other venues.
    - iii. Expands service offerings and availability in the Elkhart market.
- c. Immigration services
    - i. Guides and owns strategic direction, financial performance, and service excellence in function. Pay attention to high level indicators and apply solid business principles to the department to maximize both impact and revenue potential.
    - ii. Day-to-day oversight and industry-related connections are minimal, and knowledge of processes is not required. Most external relating and industry-specific interaction is delegated to AVP and Lead Counselor.
- d. Lacasa leadership team
    - i. Participation with and active contribution to Lacasa's senior leadership team, owning and actively working toward stated Lacasa organizational goals.
    - ii. Full participation in budgeting and business planning activities, taking ownership of actual vs. plan.
    - iii. Participates in organizational strategic planning.
    - iv. Models Lacasa's purpose and core values.

## **V. Job Qualifications**

- a. Experience in supervision, with demonstrated ability to manage a team toward success.
- b. Demonstrated involvement in launching new products/initiatives/innovations in a business environment.

- c. At least five years of working experience in a business environment.
- d. Demonstrated experience creating and managing business partner relationships.
- e. Financial acumen. Demonstrated performance managing a line of business budget preferred.
- f. Excellent interpersonal communicator.
- g. Visionary and entrepreneurial.
- h. Experience with lending preferred.
- i. Experience in sales preferred.
- j. Residency in and connectedness to the city of Elkhart preferred.
- k. Bilingual preferred.
- l. Bachelor's degree required. Focus in business preferred.
- m. Master's Degree with focus in business, finance, or management preferred.
- n. Shares Lacasa's purpose and core values. Purpose: *to equip people and communities to unlock their potential*. Values: *Respect human dignity, work together, pursue excellence, and build to last*.

**VI. Hours and Salary Range**

- a. Full-time exempt
- b. Salary will be established commensurate with the skills and experience of the employee within the salary/wage range.

5/17/19