



Economic Mobility Coordinator

Imagine LA is a dynamic and growing nonprofit organization dedicated to ending the cycle of family homelessness and intergenerational poverty. Our innovative [Family Partnership Model \(FPM\)](#) combines Intensive Case Management, [Economic Mobility Programming](#), and [Whole-Family Mentorship](#) to equip families to maintain housing stability and thrive long-term.

Imagine LA is a smart, collaborative, and passionate environment that combines the best practices of social services and business. Our core values are: Love, Teamwork, Equity, Compassion, and Accountability. Our culture is innovative, encouraging, and human centered. We love coffee and food (no, really) and are committed to the holistic well-being of our staff. Everything we do is in the service of our families (check out our [2022 Annual Report](#)), we are actively advancing our Equity, Diversity, and Inclusion work, and we intentionally invest in staff. We value relationships, empowerment, inclusive teamwork, diversity, efficiency, and communication. Every day we ask ourselves, “How can we make this organization better, more efficient, more people-focused, more equity-driven?”

ECONOMIC MOBILITY PROGRAM

In November of 2019, Imagine LA embarked on an initiative which provides families with workforce development that leads to living wage careers, paired with the reliable childcare and financial fitness coaching that families need to build economic mobility, financial independence, and a lasting exit from poverty. The 4 key components of EMP are: Living-Wage Career Pathways, Affordable Childcare, Financial Fitness, and navigation of the complex social benefit system. The EMP is part of our Family Partnership Model and a service that can be used by clients of other homelessness and poverty services agencies.

The **Economic Mobility Program Coordinator** is responsible for supporting all components of the Economic Mobility Program (EMP). The EMP Program Coordinator’s key projects will include outreach, engagement and directly supporting families referred to EMP by receiving and processing incoming program referrals, working with Family Team Managers to support EMP engagement, curating mission specific programming, data tracking in internal systems, and assisting in maintaining strong program partnerships. The program coordinator is a key member of the team and will work closely with and report directly to the EMP Senior Manager to ensure EMP has a strong foundation and is a model that can be sustainable long-term and scalable.

On Site Location: 1418 N. Spring Street, Unit 102, Los Angeles, California 90012 - Imagine LA Main office.

ILA community engagement and training 15%

- Support and engage in Imagine LA’s organizational programming

- Meaningful participation in professional training & community building
- Works in collaboration with the EMP Program Manager to integrate and deliver programming to Imagine LA ecosystem

EMP referral Outreach and Engagement: 35%

- Utilize agency resources to engage creative strategies to recruit and retain family engagement in EMP
- Contribute to the implementation and enhancement of the EMP referral process
- Provide direct support, regular program updates, and correspondence to families engaging in the Economic Mobility Programming
- Work with families interested in Programming to ensure understanding, enrollment, and successful completion of outcomes by following the referral and support procedures
- Work closely with Family Team Managers, referring partnership staff and families to troubleshoot any issues presented as they engage their families in components
- Work in collaboration with referring staff to Identify and implement other supportive services needed to ensure families are equipped to engage and succeed
- Send scheduled communications to Imagine LA network regarding weekly program opportunities, announcements of upcoming program deadlines, and application information via Imagine LA's internal and external facing newsletters and reports
- Work with the EMP Manager to assess the efficacy of the referral and support procedures

EMP component Programming: 30%

- Support families to ensure understanding, enrollment, and successful completion of component specific outcomes
- Support regular correspondence with program partners to provide updates and coordinate a calendar of Program related events for families

Pathways:

- Maintain updated information about each partner's workforce training programs to share accurate and updated information with Family Team Managers and families
- Connect families to employment specialist for assessment and engagement
- Track pathways engagement progress in salesforce

Financial Fitness:

- Facilitate scheduled financial wellbeing questionnaires with EMP Families
- Troubleshoot any issues presented as they engage their families in Financial Fitness to meet FEIF (Family Emergency Investment Funds) eligibility.
- Support with scheduling financial education workshops while ensuring the needs of the families are accounted for in the financial education topics and schedule

Childcare:

- Support families in identifying appropriate childcare agencies, submitting service requests and exploring subsidy eligibility
- Regular correspondence with all Childcare providers and liaisons such as Childcare Resource Center, Crystal Stairs, and Pathways LA
- Maintain updated requirements and information about childcare providers to ensure Family Team Managers and families are aware
- Collaborate with EMP Manager to enhance the Childcare referral process to encourage successful enrollment and support families in need of Childcare subsidies and services.

Social Benefits Navigation

- Complete initial social benefits assessment with newly referred families
- Complete follow-up assessments as dictated by program engagement
- Document SBN engagement in Salesforce and/or department SharePoint

Data management & Admin: 20%

- Track and maintain accurate data in salesforce that will help assess program progress, successes, and opportunities for growth
- Provide regular outreach and engagement reports to EMP Sr. Manager
- Maintain order and integrity of EMP department SharePoint
- Coordinate and schedule program partnership meetings (virtual/in-person)
- Coordinate and schedule internal family meetings and engagement

Qualifications & Skills

- **Bilingual** (Spanish preferred)
- Authentically and empathetically build strong working relationships with people of diverse socio-economic and cultural backgrounds to meet our families where they are at
- Understanding the importance of delivering service through a social justice lens & willingness to educate others on issues of systemic oppression, implicit bias, racial microaggressions, etc.
- Uses critical thinking to evaluate, understand, and find solutions
- Organized and able to prioritize tasks, manage time effectively, and has good attention to detail.
- Always looking to learn new things and grow in abilities. Open to coaching and receiving feedback, and willing to give it!
- Reliable transportation: valid CA driver's license, and willingness to drive (mileage reimbursed)
- Passion for the organization's mission and deep interest in being an integral part of the Imagine LA team
- Comfortable with Microsoft Suite

Ideal Attributes:

- **Bachelor's degree** and extensive social services/case management experience (Such as job developer or employment specialist roles, and casework with families)
- Knowledge of LA county childcare and social benefits system
- CHAMP, Salesforce (or other database) knowledge
- Presentation and workshop development/facilitation skills

Salary and Benefits:

This position is full-time, non-Exempt with excellent benefits (including medical, dental, vision, retirement, professional development, leave and holidays). Salary \$50,000 to \$55,000, depending on experience; employment with Imagine LA is contingent on completion of satisfactory background check. Parking is provided.

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain nor be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.

Imagine LA is an equal opportunity employer that actively seeks to create a diverse work culture that reflects the community that we serve and ensures our team continues to do what we do best. Research shows that women and people of color are less likely to apply for a role unless they meet 100% of the qualifications; however, we encourage you to apply even if you do not check all the boxes above, and we look forward to reviewing your application holistically.

To apply: Please email cover letter, resume, and references to jobs@imaginela.org.