



THE FOUNTAIN FUND

## **Job Announcement: Director of Client and Community Engagement, Philadelphia**

**Job Title:** Director of Client and Community Engagement, Philadelphia

**Collaborating with:** Executive Director, National Director of Economic Empowerment, National Director of Client and Community Engagement, The Fountain Fund

**Reports to:** National Director of Client and Community Engagement

**Location:** Philadelphia

**Compensation:** Starting salary range: \$65,000 - \$70,000

**Full-Time:** 100%, 40 hours per week

**Benefits:** Medical / Dental, paid vacation and sick leave, life insurance, retirement plan

### **OVERVIEW OF THE FOUNTAIN FUND:**

The Fountain Fund increases economic opportunities for formerly incarcerated people to improve their lives and remain in their communities. We provide low-interest loans and financial coaching, helping formerly incarcerated people build credit and achieve their self-determined goals. When our Client Partners, or borrowers, accomplish their self-determined goals, their economic opportunities increase. When economic opportunities increase for formerly incarcerated people, they can improve their lives, better support their families, and remain in their communities.

Since its inception in 2017, the Fountain Fund has extended more than 300 low-interest loans, a total of more than \$1.3M, to 250 formerly incarcerated people in Central Virginia and New Orleans, LA. 85% of current loans are in good standing. 86% of our Client Partners have established or improved their credit scores. 97% report achieving their self-determined goals, and 100% report they are better able to support their families.

The Fountain Fund is expanding its lending into new geographic regions in partnership with regional and national organizations providing complementary reentry services. We currently have offices in Charlottesville, VA (National Headquarters), Richmond, VA and New Orleans, LA. In 2023, we are launching our fourth site in Philadelphia. **This position will be responsible for establishing a thriving Fountain Fund presence there.**

The Fountain Fund centers formerly incarcerated people in all aspects of the organization, including our staff, Board of Directors, and loan review committee.

### **Director of Client and Community Engagement, Philadelphia Position:**

Working with a team that has extensive expertise lending to formerly incarcerated people, helping them build credit, and achieve their self-determined goals, the Director of Client and Community Engagement (DCCE) will lead all aspects of Fountain Fund's launch in Philadelphia. The DCCE will establish community partnerships for mutual referrals, support applicants in completing loan applications, connect Client Partners (borrowers) to additional community resources, and work closely with our leadership team in Charlottesville VA, to successfully expand the Fountain Fund footprint in Philadelphia.



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### **KEY RESPONSIBILITIES:**

#### **Client Partner Connections**

- Being a leader in the local landscape of reentry services, establishing relationships and mutual referrals with other likeminded nonprofits
- Setting the applicants up for success by thoroughly reviewing the loan process and providing guidance to successfully complete all aspects of the process
- Facilitating loan closings and counseling Client Partners (borrowers) on policies and opportunities of the Fountain Fund - previous experience not necessary
- Maintaining contact with Client Partners to foster a positive relationship that promotes engagement and accountability.
- Thinking holistically about the needs of our Client Partners and making connections with people and wrap around services that could be beneficial
- Together with the Lending team at National Headquarters, monitoring loan repayments and securing payments from Client Partners

#### **Community Engagement**

- Representing the Fountain Fund in the community and building positive relationships with established and potential community partners, funders, and client partners
- Ability to build relationships quickly and effectively and to motivate and engage a diverse group of stakeholders
- Developing and managing our Local Advisory Board in Philadelphia that will provide support and guidance to the Fountain Fund locally
- Facilitating a positive working relationship our co-location partner and managing our Philadelphia office needs
- Maintaining social media presence for the Fountain Fund in Philadelphia
- Balancing an independent leadership profile with effective reporting to Fountain Fund's leadership team in Charlottesville

### **REQUIRED QUALIFICATIONS:**

- Criminal justice involvement – you have experienced incarceration and can relate well to others who have been incarcerated
- Passion for The Fountain Fund's mission, interest in being involved in a growing and action oriented organization, and a commitment to the Philadelphia community
- Creative, collaborative, entrepreneurial, and action-oriented with an eagerness to roll up one's sleeves and work hands-on to establish The Fountain Fund in Philadelphia
- Known as a team player and someone that can get stuff done
- Ability to be direct and treat others with dignity and respect at all times
- Demonstrated experience developing effective working relationships with justice impacted individuals, community partners, and other stakeholders, all with a team-building approach that puts others at ease, engenders trust, and is grounded in community needs



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- Strong organizational skills, with the ability to lead and support multiple priorities with attention to detail and accountability
- Proficient in computer and writing skills (Microsoft Office, Google Suite, and Apple)
- Excellent communication skills
- Strong work ethic and ability to work independently
- Ability to travel periodically to Charlottesville, VA for team building, professional development and general learning opportunities

**TO APPLY:**

Interested applicants should **send a cover letter** describing why you are interested in this position and how your past experience would enable you to be successful and a **resume or list of prior work experiences and any training and certifications** to [hireme@fountainfund.org](mailto:hireme@fountainfund.org). We will have rolling interviews. Position is open until filled with outstanding team member.

*The Fountain Fund is an equal opportunity employer, and all qualified applicants will receive consideration without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status, or any other characteristic protected by law.*