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**Job Description**  
**Education Debt Counselor (Bilingual)**  
**Day Care Council of New York**  
**Posted: October 2022**

Now in its 74<sup>th</sup> year, the Day Care Council of New York (DCCNY) is a membership, advocacy, and service organization for NYC's early childhood education providers and for families seeking quality child care and education services. Founded in 1948 to fight for the survival of publicly funded child care centers when federal funds were eliminated at the end of World War II, today we continue to play several important roles in NYC's early childhood education system.

With a mission to seek support for and assist in the development of quality early childhood education and family and group family care services which are designed to promote the sound growth and development of children and their families, DCCNY is a recognized leader in NYC's advocacy community. We work with more than 200 center-based member agencies and hundreds of home-based family and group family child care programs on labor relations, public policy, and training needs.

As a leading research and advocacy organization, we pushed for the City's continued expansion of early childhood education including the launch of Universal Pre-K programs, salary parity for community-based early childhood educators, and the retention of several initiatives introduced through emergency orders in response to the COVID-19 pandemic in support of families' ability to access affordable quality childcare. We continue to push for public support of high-quality, affordable child care for low-income families in NYC, serve as a resource to both early center-based providers and their governing boards of directors, and family and group family child care providers. And we continue to play a key role in supporting the growth and development of NYC's early childhood workforce.

**Description**

DCCNY is one of a collective of 11 organizations launching the new Education Debt Consumer Assistance Program (EDCAP) which provides remote and in-person counseling services and support to individuals who need help navigating the student lending system and understanding their repayment options. DCCNY will focus its outreach on the early childhood education community broadly defined as the early childhood education workforce and the parents served by early childhood education programs.

As a DCCNY team member, the Education Debt Counselor operates under the supervision of the Chief of Policy & Innovation and is responsible for providing one-on-one consumer assistance to borrowers and conducting outreach and education efforts for the program. The ideal candidate will handle multiple responsibilities simultaneously, demonstrate customer service experience, and exhibit the ability to deal with highly confidential information.

EDCAP services include helping borrowers enroll in appropriate repayment plans, get out of default, apply for student loan discharge or forgiveness programs, and much more. Responsibilities include, but are not limited to:

- Providing information and advice to student loan borrowers based on their specific circumstances
- Helping student loan borrowers apply for relief through cancellation, forgiveness, or discharge programs
- Conducting outreach and education presentations on higher education debt related topics
- Preparing training materials and fact sheets, as needed
- Maintaining thorough case records of services provided, advice and/or referrals
- Traveling to child care centers and community-based organizations to provide student debt counseling to early childhood workers and community members
- Identifying trends and preparing reports

### **Job Requirements**

- BA or relevant advanced degree
- Bilingual Spanish/English and capable of providing services in both languages
- Experience conducting outreach, trainings, and presentations
- Experience providing direct customer service
- Proficient with MS Office required
- Ability to provide information in a fair and impartial manner which is culturally and linguistically appropriate.
- Strong written and verbal communication skills
- Knowledge of personal finance strategies
- Knowledge of or interest in student loans preferred

### **Other Information**

DCCNY operates in a hybrid work environment with all staff committed to at least two to three days per week in person in the office. Additional days in office may be required in the future.

This position will require travel primarily within New York City but may include some other parts of New York State in order to provide onsite counseling at child care centers and in communities.

### **Salary and Benefits**

Salary range is \$55,000 - \$60,000. This position is eligible for benefits provided to full-time staff.

### **Application Instructions**

Please send resume and cover letter to [employment@dccnyinc.org](mailto:employment@dccnyinc.org). Please include the position in the subject line. No recruiters please.

*The Day Care Council of New York is proud to be an equal opportunity employer, committed to inclusive hiring, and dedicated to diversity in its work and on its staff. We strongly encourage candidates of all identities, experiences, orientations, and communities to apply.*