



Education Debt Consumer Assistance Program

## Are you a retired senior seeking a rewarding volunteer experience?

### Become an EDCAP Counselor

The Education Debt Consumer Assistance Program (EDCAP) helps New Yorkers navigate the complex student loan system. Our goal is to help borrowers tackle their student debt to improve their financial health!

#### What EDCAP Counselors Do:

- EDCAP Counselors educate and empower borrowers by providing remote, one-on-one counseling sessions to student loan borrowers on issues related to higher education debt and general financial literacy.
- Counselors answer live calls from consumers on the EDCAP Helpline.
- Counselors conduct intake to gather necessary information from helpline callers and maintain case records in a centralized database while protecting client confidentiality.
- Counselors receive comprehensive training remotely and can volunteer entirely online from the safety and comfort of home.

#### Counselor Requirements:

- EDCAP Counselors must be 55 years of age or older, and possess strong interpersonal, communication, and computer skills. A professional background in finance is a plus.
- Counselors must complete an interview, provide two references, complete an approximately 16-hour training program, and pass a final exam to begin volunteering.
- EDCAP Counselors serve approximately 4-6 hours per week following training.

**To Apply:** Call Courtney Davis at **212-614-5413** or email [cdavis@cssny.org](mailto:cdavis@cssny.org). Learn more about EDCAP and our free, unbiased, confidential services for student loan borrowers at [edcapny.org](http://edcapny.org).



EDCAP is program of the Community Service Society of New York.