



MakingChange

Financial Wellness Programs

Housing Counselor

Position Summary:

The Housing Counselor provides comprehensive individual and group education services covering the HUD-approved areas of counseling including financial, budget and credit management to establish and promote financial literacy and good financial behavior and habits. This position requires the use of independent judgement and decision-making skills.

The Housing Counselor provides counseling for multiple housing situations including pre-purchase homebuyer counseling and rental counseling.

Duties and Responsibilities:

- Counsel and interview clients with respect to their overall financial situation as it relates to home ownership, budgeting, debt reduction, fair housing, credit re-building and education.
- Provide assistance and counseling to individuals in the areas of budget, credit and debt management in preparation to obtain/maintain safe, decent and affordable housing.
- Provide rental counseling and mediation to tenants and landlords to assist individuals in preparation to obtain/maintaining safe, decent and affordable housing.
- Create a budget and a detailed action plan for all clients.
- Create and ensure completion of a client's file per organizational and HUD guidelines.
- Adhere to all guidelines related to the confidentiality of client records and information and requirements per the HUD Housing Counseling Handbook and National Industry Standards for Homebuyer Education and Counseling.
- Proactively manage workload, calendar and client appointments to help meet the goals of the organization and serve the client effectively.
- Enter all required client documentation into the designated Client Management System (CMS) in a timely manner as required by agency and HUD standards.
- Prepare monthly and quarterly reports regarding performance and client outcomes.
- Assist with facilitating education workshops, including scheduling, marketing, and procuring speakers.
- Build relationships with lenders, realtors, and other professionals to develop referral sources.
- Assists the Executive Director with special projects as assigned and other tasks deemed necessary to achieve overall goals and operate a successful program.
- Conduct community outreach to meet program goals.
- Obtain and keep HUD certification as a Housing Counselor.
- Other duties as assigned.

Education:

- College degree OR
- At least two (2) years' of experience in banking, lending or related area AND two (2) years of experience working with people in need of assistance OR
- An equivalent combination of training and experience



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Minimum Qualifications

- Ability to build collaborative relationships with colleagues and customers representing diverse cultures, races, ages, genders, religions, lifestyles, and viewpoints.
- Ability and willingness to work within team structure; and be able to negotiate and manage conflicts.
- Knowledge of housing and economic self-sufficiency issues, as well as community resources
- Ability to perform duties in a confidential manner.
- Detail oriented with ability to organize complex material in clear and concise manner.
- Understanding and in-depth knowledge of personal finance matters, including goal setting, credit, money management, savings, debt reduction.
- Ability to communicate effectively, both orally and in writing.
- Ability to structure and convey information for a large group in a manner that is engaging and approachable.
- Demonstrated skill in organizing time and prioritizing workload.
- Understanding, sensitivity and empathy for clients and their family members; ability to develop and maintain trusting relationships.
- Ability to work effectively with individuals and families from diverse, racial, ethnic and socioeconomic backgrounds.
- Familiarity with video conferencing platforms.
- Pass a criminal history background check that includes a credit check, education and employment verification.
- Proficiency with Microsoft Office products (Excel, Word and Powerpoint).

Preferred Experience

- Fluency in Spanish, Korean or Chinese.
- Prior counseling experience.

Compensation: Commensurate with experience

Benefits - Paid time off for agency designated holidays.

This position is contingent upon the availability of grant funding. If interested, please send resume and cover letter to Jasmine Brewer, jbrewer@makingchangecenter.org.