

Community Service Programs of West Alabama, Inc.

Job Description

Position Title: Housing Counselor

Department: Housing Counseling

Reports To: Housing Counseling Supervisor

Employment Classification: Regular Full-time, Non-Exempt, Non-Safety-Sensitive

Salary Scale: CSP Paygrade IV; + depending on experience

Summary of Duties and Responsibilities

The Housing Counselor is responsible to the Housing Counseling Supervisor and supports the delivery of a wide variety of housing counseling/coaching and educational services to homebuyers, homeowners, low- to moderate-income renters, and the homeless. The primary objective includes working with individuals/families to improve financial capability and to help them achieve specific housing goals associated with maintaining or securing rental housing or homeownership.

To provide housing counseling services through HUD Programs, the new hire must certify through HUD by way of passing a new written examination—*The HUD Housing Counseling Certification Examination*.

Essential duties and responsibilities: *other duties may be assigned by the supervisor*

- Provide direct individual and group educational housing counseling services in the following areas: rental, pre-purchase, post-purchase, foreclosure intervention, and homelessness.
- Adhere to all guidelines related to the confidentiality of client records and information and requirements outlined in the HUD Housing Counseling Handbook and National Industry Standards for Rental, Homeownership, Foreclosure Intervention, and Financial Capabilities Education and Counseling;
- Register clients seeking rental or other group education services and assist in building/closeout of group education file in accordance to standard agency protocols;
- Ability to facilitate group education and engagement through virtual platforms such as GoToWebinar, Microsoft Teams, and/or Zoom.
- Gather required information from clients, complete filing and data entry based on standard agency protocols;
- Develop an action plan that identifies a specific goal, obstacles, strategies, and steps necessary to meet the client's goal and timeframe(s);

- Conduct assessments and activities that determine and build credit and savings capacity of the homeless, potential/current renters and homeowners;
- Provide documented follow-up and ensure client files are closed timely and in accordance with standard agency protocols;
- Assist in the delivery of homeownership and home repair loan packaging services;
- Build relationships with supportive service providers, property managers/landlords, residential contractors, lenders and other professionals for the purpose of programs support and client advocacy;
- Build collaborative relationships with colleagues and clients representing diverse cultures, races, ages, genders, religions, lifestyles, and viewpoints;
- Be able to work within a team structure as well as negotiate and manage conflicts;
- Conduct activities to recruit potential renters and homeowners, including housing fairs, publicity of housing activities and other marketing techniques;
- Display a high level of initiative, effort and commitment towards completing assignments efficiently, work with minimal supervision and demonstrate responsible behavior and attention to details;
- Ability to travel nationally to attend training(s) and maintain certifications/training resume;
- As needed, complete LIHEAP/CSBG/EFSP applications and food referrals for new and existing consumers and provide documentation as required by LIHEAP/CSBG/EFSP guidelines and agency procedure;
- Submit monthly and quarterly reports accurately and on time as appropriate;
- Conduct outreach and referrals and maintain accurate records on these activities;
- Attend staff and other meetings as necessary;
- Perform other duties as assigned by supervisor, Director of Housing Programs, and/or Executive Director.

Job Description – Housing Counselor

Page 2

Qualifications: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Education and Experience:

- ◆ Bachelor’s degree in related field such as Consumer Science, Finance, Business, Social Work or Human Services; OR
- ◆ Two years experience OR training in housing counseling or related field.
- ◆ Housing counseling, lending, real estate and/or finance experience preferred.
- ◆ Proficiency in Microsoft Office, including Word, Excel, PowerPoint, and Outlook;
- ◆ Detail oriented with ability to organize complex material in a clear and concise manner;
- ◆ 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 work load;

Certificates, Licenses, Registrations:

- ◆ Valid Driver's License with liability insurance.
- ◆ Serviceable automobile.

Language Skills:

- ◆ Ability to communicate to diverse populations.
- ◆ Ability to effectively present information to clients, community partners, and potential partners.
- ◆ Ability to communicate in large and small group settings.

Mathematical Skills:

- ◆ Ability to compute simple math such as addition, subtraction, multiplication and division.
- ◆ Ability to use fractions and percentages.

Reasoning Ability:

- ◆ Ability to analyze problems confronted by program participants.
- ◆ Ability to define problems and draw valid conclusions.

Other Skills and Abilities:

- ◆ Ability to develop effective working relationships with staff members and program participants.
- ◆ Regular and predictable attendance.
- ◆ Sensitivity to multi-racial and multi-cultural issues.
- ◆ Ability to develop rapport quickly and easily.
- ◆ Ability to work independently without direct supervision.
- ◆ Ability to meet deadlines.
- ◆ Ability to work in a constant state of alertness.

Job Description – Housing Counselor

Page 3

Physical Demands: *The physical demands listed are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities previously mentioned.*

While performing the duties of this job, the employee is routinely required to sit, talk, and hear. The employee is regularly required to stand and walk. Specific vision abilities required by this job include vision to operate a motor vehicle. Frequent driving is required. Extensive writing is required and extended periods on the phone is customary. Multiple demands from several people are frequently required of the employee. The ability to write, read, listen, and speak is required of this employee.

Work Environment: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions.*

The noise level is variable in the work environment. Work is performed indoors and outdoors. The employee is expected to operate a computer, telephone, fax machine, and personal automobile.

The information contained in the job description is for compliance with the American with Disabilities Act (ADA) and is not an exhaustive list of the duties performed for this position. Additional duties may be assigned by the supervisor.

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