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*Position Description*

Date Updated: September 2021

Position: Housing Counselor Employee:

Department: Housing Education Salary Grade: 14

Supervisor’s Title: Director of Education and Engagement Non-Exempt: X # Hrs./Wk.:37.5

# Position Summary

The HUD Certified Housing Counselor is responsible for providing housing counseling and education to renters, prospective first-time homebuyers, existing homeowners, and homeowners in distress. The HUD Certified Housing Counselor will focus on helping clients build financial capacity through credit counseling which includes financial capacity building for pre-purchase, post-purchase, and foreclosure prevention. Provide client assessments that enable the client to make informed decisions regarding their housing choices.

Duties

* Responsible for day-to-day client scheduling and delivery of homeownership counseling and education in credit counseling, financial capacity building, pre-purchase, delinquency, and foreclosure prevention counseling.
* Conduct financial analysis and affordability assessment based on information and documents provided by the client.
* Create an Action Plan that supports and builds client’s financial capacity.
* Perform on-going case management to provide service and problem-solving assistance.
* Assist management with facilitating homebuyer’s education, and post-purchase workshops
* Participate in group education workshops at least once a month in accordance with U.S. HUD standards. (some held on Saturdays).
* Represent Agency at events, seminars, and networking functions as needed.
* Record all communications, and update log after each meeting or interaction with client/ lender for both (hard and electronic) file utilizing require client management system – Compass, Launchpad or CounselorMax.
* Conduct follow-ups via phone and/or email to determine whether or not the client is following their financial goal plan.
* Ensure all client files are securely stored and locked with all required documents and forms.
* Participate in staff meetings, and training as scheduled.
* Collect Closing Disclosure statements once a client fulfills homeownership.
* Prepare reports for management as required.
* Special projects and/or duties as assigned..

# Supervisory Responsibilities:

* None.

# Required Education and Experience:

# Must hold a HUD Certified Housing Counselor certification or be able to secure certification within 60 days of hire.

# BA Degree from accredited college and/or five (5) years’ experience in any aspect of the homeownership process: mortgage lending, realtor service, closing of mortgage loan, loan processing, and loan modification.

# Case management experience preferred.

# Required Knowledge, Skills, and Abilities:

# Computer proficiency and the ability to learn new software and computer systems.

# Public speaking and communication skills (written and verbal).

# Ability to manage multiple tasks in a high-volume work environment. Ability to work with people of diverse backgrounds.

# Attention to detail with excellent internal and external customer service skills.

# Bilingual in Spanish is a plus.

# Possession of or ability to obtain a valid Driver’s License is required

# Available to work some evenings, Saturdays, and maintain a flexible work schedule.

# Physical Requirements and Working Conditions:

* Ability to lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.