

CHINESE AMERICAN SERVICE LEAGUE JOB DESCRIPTION

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Title: Housing Counselor	Grade: 5	
Reports To: Employment & Financial Empowerment Department Manager and/or Housing Coordinator	FLSA Status: Non-Exempt	
Supervises: N/A	Date Written:	Date Revised:
	June 1, 2015	August 1, 2017

POSITION SUMMARY

Performs a variety of housing counseling and education duties under the general supervision of the Employment & Financial Empowerment Department Manager and/or Housing Coordinator.

ESSENTIAL FUNCTIONS

1. Organizes, and implements pre-purchase, post-purchase, rental, foreclosure prevention and/or financial education workshops; prepares related bilingual workshop materials.
2. Establishes contacts with community partners and other resources to collaborate on conduction of housing workshops/seminars, and develops seminar schedules with Housing and Financial Education Department Manager or Coordinator for the coming year.
3. Designs bilingual flyers and promote the housing and/or financial education workshops and counseling services through bilingual newspapers, televisions etc., and outreach to local community entities and others involved in homeownership and foreclosure prevention.
4. Manages and conducts individual counseling and referral services to help clients prepare for homeownership, remain successful homeowners, and/or avoid foreclosure.
5. Fills out forms and interprets letters and documents for clients.
6. Records case notes for clients, and maintains accurate client files and client tracking system such as CounselorMax, ECM, etc.
7. Follows up with clients once a month or needed for at least three months after the counseling session on their agreed action plans to evaluate their current situations, and then provides adequate advises if needed.
8. Answers any housing related inquiries over the phone and/or in person.
9. Conducts program statistics, and prepares monthly and quarterly statistical reports for related programs.

10. Represents Housing and Financial Education Department in office or events where Housing and Financial Education Department Manager and Coordinator are not available.
11. Responds to program and/or agency needs by performing assigned tasks such as processing energy assistance program applications which do not fall within the above descriptions.

OTHER FUNCTIONS

1. Other duties as assigned.

MINIMUM REQUIREMENTS

Education/Experience:

- Bachelor's Degree in related fields from an accredited college or university.
- A valid professional Housing Counseling certificate issued by an accredited national Homeownership Education and Counseling training entity if no bachelor's degree.
- Minimum one year of related work experience.

Skills/Knowledge:

- Ability to speak, read and write English and Chinese.
- Ability to use computer and MS Office programs such as MS Word, MS Excel, MS Access, etc.

Physical Demands:

- Ability to bend and lift a minimum of 15 pounds.
- Must have the visual, hearing, and learning capabilities sufficient to perform the essential functions defined above.
- Required to frequently sit, stand and walk for extended periods.

Environment and Scheduling

- Normal schedule to work from 9 am to 5 pm Monday through Friday.

EMPLOYER'S RIGHTS

This description is intended to describe the essential job functions, the general supplemental functions, and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Management retains the right to add to or change the duties at any time.