

CHINESE AMERICAN SERVICE LEAGUE JOB DESCRIPTION

Page 1 of 3

Title: Housing Counselor I	Grade: 5a	
Reports To: Employment & Financial Empowerment Department Manager and/or Housing Coordinator	FLSA Status: Non-Exempt	
Supervises: None	Date Written:	Date Revised:
	June 1, 2015	January 23, 2019

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.

DUTIES AND RESPONSIBILITIES

- Organizes, implements, and conducts pre-purchase, post-purchase, rental, foreclosure prevention and/or financial education workshops; prepares related bilingual workshop materials.
- Establishes contacts with community partners and other resources to collaborate on conduction of housing workshops/seminars, and develops seminar schedules with Department Manager or Coordinator for the coming year.
- Designs bilingual flyers and write PSAs to 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.
- Attend trainings and apply the acquired knowledge and skills on tasks assigned by Department Manager or Housing Coordinator. Some trainings may be online and some may be out of state.
- Manages and conducts individual counseling and referral services to help clients prepare for homeownership, remain successful homeowners, and/or avoid foreclosure.
- Fills out forms and interprets letters and documents for clients.
- Records case notes for clients, and maintains accurate client files and client tracking system such as CounselorMax, ECM, Salesforce, etc.
- 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.
- Answers any housing related inquiries over the phone and/or in person.

- Conducts program statistics, and prepares monthly and quarterly statistical reports for related programs.
 - Represents Employment and Financial Empowerment Department in office or events where EFE Manager and Housing Coordinator are not available.
 - 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.
 - Train in and receive NCHCEC Certification in Homeownership Counseling within one year of hiring if not already done so.
 - Pass HUD Certification exam within a year of hiring or by August 1, 2020 whichever comes first.
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Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

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.

CASL is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, ethnic or national origin, or any other status protected by State and Federal Law.