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| Title: Housing Counselor I | Grade: 5A | |
| Reports To: Employment & Financial Empowerment (EFE) Department Manager and/or Housing Coordinator | FLSA Status: Non-Exempt | |
| Supervises: | Date Written: | Date Revised: |
| None | 6/1/2015 | 9/11/2019 |

POSITION SUMMARY

Reporting to the Employment and Financial Empowerment Department Manager, the Housing Counselor I is responsible for housing and financial literacy programs and related services. (S)he provides counseling, maintains case notes and client records, outreaches to and educates community groups, and conducts workshops/seminars on housing and financial topics. (S)he also takes essential trainings to support HUD housing counseling programs.

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 for the coming year.
- Designs bilingual flyers and write PSAs to promote the housing and/or financial education workshops and counseling services through approved bilingual publications, media outlets 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 EFE 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 current and accurate client files that correlate to records entered in multiple client tracking systems (e.g. CounselorMax, ECM, Salesforce, etc).

- Follows up with clients once a month or as 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 Department 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 Housing Counselor Certification exam within a year of hiring.
 - Enter all client efforts and case notes into CASL's Salesforce database system.
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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 is preferred.
- Minimum one year of housing counseling 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.
- Basic end-user level understanding and experience with Salesforce is a plus.

Physical Demands:

- Ability to bend and lift a minimum of 15 pounds.
- Required to frequently sit, stand and walk for extended periods.

Environment and Scheduling:

- Normal schedule to work from 9 a.m. to 5 p.m., 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.