



# WALDO COMMUNITY ACTION PARTNERS JOB DESCRIPTION

## POSITION SUMMARY

The **Housing Counselor** delivers supportive counseling services to the general public to meet housing goals. The Housing Counselor is well versed in housing options and financial analysis to assist with resource advocacy, financial issues, homebuyer education, budget building, credit building and repair, mortgage and tax foreclosure mitigation, homeless services, and rental assistance services. This position is a solution focused and problem-solving interactive position that shares information (education), removes barriers (counseling), and supports client activities to help them reach defined goals (coaching). A consumer advocate who will build relationships with community providers, housing providers, local resources and lenders to advocate successfully on behalf of consumers.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

### Program Services

1. Accepts and processes requests for services.
2. Performs client intake and assesses client needs for services and eligibility, such as financial, budget, credit, housing support and stability services etc.
3. Creates action plans based on assessed individual client needs and provides one-on-one support.
4. Performs required recordkeeping for HUD and other funders and prepares reports for reporting needs.
5. Plans and delivers group events, including homebuyer education sessions and financial education classes.
6. Works with community partners and providers to facilitate services and interventions, including mortgage companies, banks, housing providers, service providers and other entities.
7. Provides outreach to promote and market services to attract new clients; assists in obtaining funding and developing additional service delivery options.
8. Maintains program and service data in internal and external record systems as necessary.
9. Performs program activities according to agency and program policies procedures.
10. Maintains confidentiality of sensitive information according to agency and legal standards.
11. Provides services meeting appropriate timelines and program outcome standards.
12. Knowledge of evaluation and outcome measurement
13. Plans for immediate and long-range goals and maintains flexibility to adjust to change.

### Professional Development:

1. Keeps current with Federal, State and Local regulations governing all aspects relevant to this position
2. Maintains required certifications.
3. Subscribe to National Industry Standards for Home Ownership Counseling & Education.
4. Participates in required trainings, meetings, and professional development activities.
5. Seeks out and attends relevant professional development conferences, seminars, workshops, and other activities related to role.
6. Participates in all Pre-Service, In-Service training, and professional development activities as required for the position.

### Leadership & Teamwork

**Position Title:**  
Housing Counselor

**Department:**  
Housing

**Reports To:**  
Housing Director (temp CEO)

**Supervises:**  
N/A

**FLSA Status:**  
Non-Exempt

**Salary Range:**  
RH1/L3

**Last Revised/Approved:**  
April 2022

1. Builds cooperative goals and relationships of mutual trust internally and externally.
2. Collaborates with partner agencies to ensure effective referral, coordination of services and communication processes to support program and client needs.
3. Establish sound working relationships and cooperative arrangements with community groups and organizations to eliminate duplicative services and reduce barriers.
4. Adheres to the policies in the use of computer technology and all tele-communication devices.

### **Safety and Wellness**

1. Actively promotes safety and accident prevention within the workplace.
2. Reports any unsafe conditions, incidents and/or accidents immediately.

### **Non-Essential Duties and Responsibilities:**

1. Performs additional duties as assigned.
2. Supports Housing and or Resource Advocacy needs when necessary.

## **GENERAL EXPECTATIONS**

- Be committed to the Agency's Mission, Vision and Values.
- Maintain adequate knowledge of all WCAP programs in order to make referrals to other programs beneficial to the client, his/her family or friends.
- Maintain professional boundaries with all current, past, and prospective clients.
- Maintain confidentiality of clients, staff, and internal business information.
- Present professional and positive image as a representative of WCAP.
- Follow established policies and procedures and comply with all safety requirements.
- Communicate proactively with the supervisor regarding workflow, problems, suggestions, etc.
- Participate in other local and state level meetings related to all aspects of this position.
- Attend team and staff meetings as scheduled.
- Contribute to a positive, team-oriented work environment.
- Be punctual for scheduled work and use time appropriately.
- Perform required amount of work in a timely fashion with a minimum of errors. Meet deadlines.

## **PHYSICAL REQUIREMENTS**

*The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is required to stand and sit for prolonged periods of time; walk; use hands to finger, handle, or feel, including operation of a standard computer keyboard; reach with hands and arms and talk, see and hear; bend and reach; lift and carry up to 10 pounds. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus.

## **WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Work is performed primarily in a business office setting or community settings. Noise level ranges from quiet to moderate. Assigned work may require travel within the local or neighboring communities. This position is a full-time hourly position that typically works normal daytime schedule. However, evening and weekend time may be required to meet program and/or organizational needs. Overtime may also be required to meet program and/or organizational needs and requires prior approval.

## QUALIFICATIONS NEEDED FOR POSITION

### General Requirements:

- Must have adequate transportation, a valid driver's license and meet WCAP's insurance requirements.
- Must meet WCAP's background clearance requirements.

### Experience and Skill Requirements:

The following experience and skills are considered essential:

- At least two years of prior related experience in Housing services, financial support, case management etc. preferred.
- Self-motivated and able to work with minimum supervision.
- Excellent interpersonal, communication, public relations, and interviewing and listening skills.
- High degree of organizational time management skills.
- Excellent oral and written communication skills.
- Ability to comprehend and interpret rules, regulations and procedures.
- Knowledge of HUD policies, procedures, state and federal regulations preferred.
- Knowledge to assemble, analyze and report data and information in a clear, precise and objective manner.
- Skilled in the use of MS Windows, Excel, Word and Outlook, Publisher and Power Point as well as HUD software applicable to the position.
- Excellent, problem prevention, mediation, and problem-solving skills.
- Proficient in operation of intermediate level office equipment fax, printers, scanners etc.

### Education Requirements:

The following education requirements are considered essential:

- Bachelor's degree in related field: Business Administration, Social Work, Psychology, Sociology, Counseling from an accredited college or university; consideration may be given to individuals who have an associate degree and who can demonstrate 4 years of Housing Counseling experience and required HUD certification in place.

### Preferred Licensure of Certification:

- HUD Certified Housing Counselor preferred or able to achieve within 3 months of hire (will support training)
- LSW, MHRT C preferred

*\*\* All requirements and skills are considered to be essential, unless otherwise indicated*

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*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

*The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

I have read and understand the above description, and I am confident that I will be able to meet the requirements of this job.

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Employee Signature

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Date

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Supervisor Signature

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Date