



Job Description

Job Title: Housing Counselor
Department: Homebuyers (Department)
Reports to: Marketing & Outreach Director
FLSA Status: 40 hours per week non-exempt
Hourly Rate: \$55,000-\$63,000

About Community Housing Development Corporation

Here at CHDC we strive to create vibrant communities by providing housing and supportive services. We aim to create a foundation for low to moderate income individuals, families, and seniors to thrive. Our goal is to promote self-sufficiency and improve the quality of life within the communities we serve. Community Housing Development Corporation is committed to building a staff that is rich with cultural, social, and experiential diversity.

POSITION SUMMARY

Under the supervision of the Marketing & Outreach Director, the Housing Counselor will be responsible for providing housing counseling and education to renters, prospective first-time homebuyers, existing homeowners, and homeowners in distress. S/he/they will focus on helping clients build financial capacity through credit counseling which includes financial capacity building for pre-purchase, post-purchase, and foreclosure prevention.

PRIMARY RESPONSIBILITIES

- 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 (Salesforce).
- Conduct follow-ups via phone and/or email to determine whether 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.
- Other duties as assigned

REQUIRED QUALIFICATIONS

- BA Degree from accredited college and/or five (5) years' experiences in any aspect of the homeownership process: mortgage lending, realtor service, closing of mortgage loan, loan processing, and loan modification.
- Case management experience.
- 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 California Driver's License is required
- Independent travel is required.
- Must obtain HUD Housing Counselor certification within 6 months of employment.
- Available to work some evenings, Saturdays, and maintain a flexible work schedule.
- A background clearance is required.
- Proof of full vaccination is required from Covid-19.

PHYSICAL REQUIREMENTS:

- Must be able to remain stationary for extended periods of time.
- Must be able to move throughout the office, access files, and meet with community stakeholders.
- Requires the mental acuity to perform the essential functions as outlined in an accurate and timely fashion.
- Must be able to lift at least 20 pounds.

How to apply:

Please send application to Rhuntley@communityhdc.org

Benefits:

Medical Insurance, Vision Insurance, Life Insurance, AD&D insurance, Paid Vacation, Paid Sick Days, Paid Holidays, 403 (B) Plan.

[Equal Opportunity & Equity Statement](#)

Community Housing Development Corporation is an equal opportunity employer that values diversity as central to our work serving the bay area. We comply with all applicable state and local laws governing nondiscrimination in employment. Our practices are in alignment with our commitment to workplace equity, diversity, and inclusion. We foster a work environment where our current and future staff feel welcomed without regard to race, color, religion, gender identity, national origin, sex, age, disability or sexual orientation.