



# HOMESTART

## Housing Counselor Job Description

Job Title: Housing Counselor  
Location: Rockford Office  
Reports to: Strategic Initiatives and Program Impact Manager  
Status: Non-Exempt, Full Time, Grade 11

### Summary

The Housing Counselor provides comprehensive individual pre-purchase counseling, foreclosure intervention counseling, financial capabilities coaching, homebuyer education, and group education services. This position requires the use of independent judgement and decision-making skills.

### Responsibilities

- Counseling
  - Counsel and interview clients with respect to their overall financial situation as it relates to home ownership, budgeting, debt reduction, credit re-building and education.
  - Create a budget and a detailed action plan for all clients
  - Create and ensure completion of a client's file per organizational and HUD guidelines
  - Adhere to all guidelines related to the confidentiality of client records and information and requirements per the HUD Housing Counseling Handbook and National Industry Standards for Homebuyer Education and Counseling.
  - Proactively manage work load, calendar and client appointments to help meet the goals of the organization and serve the client effectively
  - Assist with facilitating education workshops, including scheduling, marketing, and procuring speakers
  - Build relationships with lenders, realtors, and other professionals to develop referral sources
  - Assists the Program Manager with special projects as assigned and other tasks deemed necessary to achieve overall goals and operate a successful program
  - Conduct community outreach to meet program goals.
  - Obtain and keep HUD certification as a Housing Counselor; obtain and keep NCHCEC certification in at least two disciplines

### Education

- Associates degree in human services, business or related field OR
- At least two (2) years experience in banking, lending or related area AND two (2) years of experience working with people in need of assistance OR
- An equivalent combination of training and experience

### Qualifications

- Build collaborative relationships with colleagues and customers representing diverse cultures, races, ages, genders, religions, lifestyles, and viewpoints.
- Be able to work within team structure; and be able to negotiate and manage conflicts.
- Knowledge of housing and economic self-sufficiency issues, as well as community resources
- Ability to perform duties in a confidential manner
- Detail oriented with ability to organize complex material in clear and concise manner

- Ability to communicate effectively, both orally and in writing
- Ability to structure and convey information for a large group in a manner that is engaging and approachable.
- Demonstrated skill in organizing time and prioritizing work load
- Proficiency in Microsoft Office, including Word, Excel, Power Point and Outlook
- Bilingual competence preferred

**Schedule**

This is a full time position, 40 hours per week to be performed on site. The Housing Counselor must be available to work flexible hours (evening and Saturday) to accommodate the needs of clients. The Housing Counselor will be required to travel nationally to attend training and maintain certifications.

Compensation:

Commensurate with experience. This position is contingent upon the availability of grant funding.

If interested, please send resume and cover letter to Stephanie Rains, [StephanieR@nwhomestart.org](mailto:StephanieR@nwhomestart.org)