



## Regional Housing Coordinator Job Description

Job Title: Regional Housing Coordinator  
Location: Freeport  
Reports to: Strategic Initiatives and Program Impact Manager  
Status: Non-Exempt, Full Time; Grade 12

### Summary

The Regional Coordinator is responsible for conducting pre-purchase housing counseling and education, rental counseling, and credit improvement coaching, including administrative responsibilities. This Coordinator will build relationships with lenders, realtors and other professionals to develop referral sources. The activity of this position will focus on Stephenson, Jo Daviess, and Carroll counties, and requires the use of independent judgement and decision-making skills.

### Responsibilities

- Counseling
  - Manage a caseload of housing counseling clients who are interested in becoming homebuyers, maintaining a client base in Freeport, and other locations as necessary within our service area.
  - Manage a caseload of rental counseling clients maintaining a client base in Freeport, and other locations as necessary within our service area.
  - Work with clients on a one-on-one basis to provide education, guidance and referrals tailored to each client's unique circumstances.
  - Provide individualized credit improvement coaching
  - Develop and assist clients with action plans to help them meet their goals
  - Use Financial Capabilities approach when addressing client's goals, moving them into the Financial Capability GPS as necessary
  - Enter notes into Housing Counseling Database
  - Create, maintain and update client files on a regular basis
- Education – In-person
  - Host and teach education workshops, including scheduling, marketing, and procuring speakers
  - Enter notes into Housing Counseling Database
  - Complete follow-up paperwork from classes, including certificates and communication with referring partners
- Education – Online
  - Manage client base of eHome and/or Framework Clients
  - Work with clients to complete process, including one-on-one follow-up
  - Enter notes into Housing Counseling Database
  - Complete follow-up paperwork from classes, including certificates and communication with referring partners
- Outreach

- Work with Marketing & Leads Coordinator to schedule and attend outreach events in rural counties
- Attend Community Events to promote HomeStart's brand and services
- Contribute to HomeStart bi-monthly newsletter for partners
- Submit weekly pipeline and activity reports
- Obtain and keep HUD certification as a Housing Counselor
- Obtain and keep NCHEC certification in at least two disciplines
- Perform additional duties as assigned by management

### **Education**

- Associates degree in human services, business or related field OR
- At least two (2) years' experience in real estate, 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**

- Ability to perform duties in a confidential manner
- Detail oriented with ability to organize complex material in clear and concise manner
- Proficiency in Microsoft Office, including Word, Excel, Power Point and Outlook
- Demonstrated ability to work with others in establishing goals and objectives
- 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.
- Ability to effectively communicate and work with individuals from diverse backgrounds and experience
- Demonstrated skill in organizing time and prioritizing work load
- Good working knowledge of tenant responsibilities and available programs in the region
- Good working knowledge of the components of a housing counseling program
- Good working knowledge of the home buying process
- Knowledge of lending products and various homeowner assistance programs
- Ability to compare and contrast financial information
- Ability to calculate loan rates/terms

### **Schedule**

This is a full time position, 40 hours per week to be performed on site. The Regional Coordinator must be available to work flexible hours (evening and Saturday) to accommodate the needs of clients. The Regional Coordinator 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.

This job description is not, nor is it intended to be, a complete statement of all duties, functions, responsibilities and qualifications that comprise this position. The description is subject to periodic updating. At management's discretion, the employee may be assigned different or additional duties.

By my signature, I hereby certify that I have reviewed the attached description of my position and agree to perform the duties described therein. I understand that HomeStart may make modifications,

additions, or deletions to this job description at any time, and will notify me of any changes by sending me a revised copy for my review and signature.

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Employee Printed Name

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Employee Signature

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Date