



Job Title: Housing Counselor
Department: Single Family
Reports to: Pre-Construction Manager
FLSA Classification: Non-exempt
Supervises: N/A
Created / Updated: February 2024

POSITION OVERVIEW

The Housing Counselor promotes CVHC's mission through financial empowerment of families desiring homeownership and building the capacity of families and individuals to meet their housing and financial goals.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Ability to structure and convey information to individuals or a large group in a manner that is engaging and approachable, taking into account the audience and nature of the information; listen to others and respond appropriately.
- Coordinate, present, and facilitate workshops on homebuyer education and fair housing.
- Assists clients to review spending habits and budget appropriately.
- Maintains a working knowledge of significant developments and trends in the industry.
- Provide assistance and counseling to individuals in budget and credit preparation to obtain/maintain safe, decent, and affordable housing.
- Explains the essential elements of the home buying process, and the various loan programs available.
- Becomes familiar with local financing programs and the mortgage programs offered by lender partners.
- Conduct community outreach to meet program goals and establish a network of community resources and services.
- Make referrals to other services as needed and work with other community providers to provide collaborative services to clients.
- Knowledge of housing and economic self-sufficiency issues, as well as community resources.
- Conduct comprehensive initial screening process to determine eligibility for program services, providing assessment, intake, and enrollment where appropriate.
- Create, complete, and maintain the confidentiality of clients' files while adhering to all guidelines related to the confidentiality of client records and information per the HUD Housing Counseling Handbook, the National Industry Standards for

Homebuyer Education and Counseling, and as required by agency and/or state and federal regulations.

- Enter all required client documentation into the client management system promptly as required by agency and HUD standards.
- Conduct and document client meetings to monitor progress and provide adequate documented follow-up.
- Prepare weekly, monthly, and quarterly reports regarding performance and client outcomes.
- Other duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must possess a high level of initiative, effort, and commitment towards completing assignments efficiently, work with minimal supervision, and demonstrate responsible behavior and attention to details.

Education and/or Experience

- A BA degree from an accredited university/college; or equivalent combination of education and proven experience in real estate, mortgage loan processing and case management.

Required Technical Skills

- Proficient in the operation of intermediate level office equipment and software programs; including but not limited to: Client Management System (CMS), Microsoft Office (Word, Excel, Publisher, PowerPoint).
- Client Management System Program.

Required Licenses/Certifications

- Valid California Driver's license.
- Reliable transportation, proof of auto insurance with Bodily Injury limits of 100,000/300,000 or more as required in the CVHC personnel handbook.
- Must be willing to travel out of state to obtain certifications and attend conferences.
- Obtain and maintain HUD certification as a Housing Counselor.
- Obtain and maintain NeighborWorks Center for Homeownership Education and Counseling (NCHEC) certification in at least two disciplines.

Other Skills and Abilities

- Demonstrated skill in organizing time and prioritizing workload.
- Proactively manage workload, calendar, and client appointments to help meet the organization's goals and serve the client effectively.
- Ability to meet deadlines while planning long range goals with the flexibility to change course where appropriate.
- Ability to respond to stressful situations professionally, function independently, and make independent decisions when necessary.
- Excellent communication skills including oral, written, interpersonal, public relations, and interviewing skills.
- Be able to work within a team structure and be able to negotiate and manage conflicts.

- Must be willing to work periodic weekends for community outreach events and program marketing efforts.
- Fluency in speaking and writing Spanish is required.

PHYSICAL DEMANDS

The physical demands described on the attached “Physical Demands of Position” chart are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. See attached “*Physical Demands of the Position*”.

CONFIDENTIAL INFORMATION

This position has access to confidential information – Client’s payroll information, social security number/pay rate/bank account number.

COMPANY FUNDS

This position has no access to company funds.

SAFETY

Comply with established safe work practices and attend all safety-related training provided or made available by the Company.

Equal Opportunity Employer

Housing Counselor	Wage Range	Non-Exempt Status
Step 13	\$ 22.1095 / hour	
Step 18	\$ 28.2180 / hour	

ACKNOWLEDGEMENT

I have been given a copy of this position description. I understand that I may be asked to perform job tasks and duties not listed in the description and that my supervisor may change the description at any time, according to Company needs.

<i>Signed - Employee</i>	<i>Date:</i>
<i>Signed – Supervisor</i>	<i>Date:</i>

cc: Supervisor, Personnel File

Approvals: Dept Dir [] HR [] Ex. Dir [] REV. February 2024

PHYSICAL DEMANDS OF POSITION

Job Title: Housing Counselor Date: [Click here to enter a date.](#)

How many hours are worked per day? 8 hours

When completing this form, look at the job from a typical/average workday perspective.

PHYSICAL ACTIVITY	Percentage Time Designation			
	Rarely <1%	Occasionally 1-33%	Frequently 34-66%	Continuously 67-100%
Stand	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Sit	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Use hands to finger, handle or feel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
Reach with hands and arms over shoulder	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Reach with hand and arms over head	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Climb or balance	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Stoop, kneel, crouch, or crawl	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Talk or hear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
Taste or smell	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

i.e., Position requires standing 1/3 of the time.

Does this job require that weight be lifted or force be exerted? If so, how much and how often?

WEIGHT	Percentage Time Designation			
	Rarely <1%	Occasionally 1-33%	Frequently 34%-66%	Continuously 67%-100%
Up to 10 pounds	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Up to 25 pounds	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 50 pounds	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up to 100 pounds	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 pounds	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

i.e., Position requires lifting 1/3 of the time up to 10 pounds.

Does this job have any special vision requirements? Check all that apply.

- Close Vision (clear vision at 20 inches or less)
- Distance vision (clear vision at 20 feet or more)
- Color vision (ability to identify and distinguish colors)
- Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)
- X No special vision requirements

List specific job duties that require the physical demands selected above: