POSITION DESCRIPTION

SPANISH BI-LINGUAL HOUSING COUNSELOR - WESTMINSTER

Our Organization: Founded in 1971, Community Resources and Housing Development Corporation is a 501(c)(3) organization in its 53rd year of service with 40 employees across Colorado
Mission: CRHDC provides pathways to home and asset-building opportunities to benefit low-to-moderate income communities throughout Colorado and beyond.
Our Core Values: Teamwork-Respect-Uplifting Attitudes-Strong Work Ethic-Talent and Org Commitment
Location: Westminster, Colorado
Immediate Supervisor: Executive Director
Salary: $24.00 - $28.00 per hour based on experience
Benefits: Comprehensive Benefits to include 85% employer paid health, dental and vision insurance for employee and 35% employer paid for family, dollar-for-dollar 401(k) plan matching contributions up to 5% of earnings, free life insurance, long-term disability coverage, and extensive annual time-off including 12 holidays, 12 sick days, and 10+ vacation days
Status: Non-Exempt, full-time

GENERAL DESCRIPTION:

The Housing Counselor’s role is to assess program participant’s homeownership goals and to create an action plan to achieve that goal. The Housing Counselor works one-on-one with program participants to coach and motivate them to achieve their goals for housing stability and financial opportunity with money management, credit, rental, home ownership, and foreclosure counseling. This position also conducts eligibility determination assessments, and financial education and homebuyer education classes.

DUTIES AND RESPONSIBILITIES:

- Meets individually with program participants to provide financial coaching and housing counseling, using HUD’s Housing Counseling Rules and Regulations as a guide.

- In accordance with the National Industry Standards for Home Ownership Counseling, performs homebuyer program participant intake, counseling, budget, and follow-up on spending plan, credit, savings, and home purchase and financing process.

- In accordance with National Industry Standards for Default and Foreclosure Counseling, performs default program participant intake, counseling, budget and follow-up on spending plan, credit, and savings.

- Reviews and complies with the terms and requirements of contracts and agreements.

- In accordance with grant requirements, assists with quarterly and annual reporting to various funders.
• Creates processes and procedures for software (Counselor Max & Salesforce) the organization has invested in that maximizes the effectiveness of the department. Make necessary setup changes in software to better match needs of the organization.

• Maintains all program participant and program files to meet compliance requirements.

• Ensures all groups education workshop files are maintained and proper close-out procedures are completed.

• Oversees and manages processes for the delivery of counseling services including program participant workflow and follow-up system.

• Becomes familiar with CRHDC housing resources available to eligible households and develops relationships with community-based agencies and other housing resources available in the community to provide targeted resource lists for program participants.

• Actively participates in quality and process reviews to improve the effectiveness of housing counseling services. Prepares in advance; provides feedback and suggestions related to improvements as needed or asked.

• Becomes certified as a HUD Certified Housing Counselor within six months of employment.

• Acquires and maintains Train the Trainer Certification for Homebuyer Education within twelve months of employment.

• Schedules, organizes, and conducts education workshops, once a month on weekends. Secures speakers for workshops when appropriate.

• Assists with community awareness of educational and one-on-one housing counseling programs and services (i.e. presentations, fairs, etc.)

• Attends team member meetings and trainings as required.

• Performs other duties as assigned.

**KNOWLEDGE, SKILLS & ABILITIES:**

• Strong knowledge of home purchase and financing
• Solid understanding of the default mortgage process
• Experience in income eligibility determination
• Community-based non-profit experience
• Good writing and communication skills, including Microsoft Office suite
• Provide excellent customer service to a diverse population
Highly self-motivated, with an ability and dedication to learn new skills quickly, keep up to date technically, and apply new knowledge to the job

- Able to work autonomously and as well as a team player who will productively engage with others at varying levels, and understand when a supervisor needs to be involved in decisions
- Good decision-making and problem-solving skills, with the ability to analyze information, evaluate results, and implement the best solution to solve problems or challenges
- High attention to detail
- Regular office hours are 8:00 am – 4:00 pm, with flexibility. Must be willing to adjust schedule to work some evenings to accommodate program participants.
- Excellent work ethic
- Ability to interact in a friendly and professional manner, ability to maintain and develop positive relationships
- Ability to exercise sound judgment and professionalism in all circumstances
- Upholds passion for CRHDC shared vision and mission

**QUALIFICATIONS:**

- Spanish bilingual required
- Current housing counselor certification OR demonstrated ability to receive applicable training to obtain certification
- Prefer two years Housing Counseling experience in the areas of pre-purchase, foreclosure prevention, and reverse mortgage OR training in housing counseling or related field
- Must have valid driver’s license and flexibility to travel locally and out of area

To apply please submit resume and cover letter to Director of Human Resources at Melanie@crhdc.org To learn more about CRHDC, please visit our website: www.crhdc.org This position is subject to a pre-employment background check and a pre-employment drug test. CRHDC is an Equal Opportunity Employer.

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