

HOUSING COUNSELOR

General summary/purpose:

Provide direct counseling to clients seeking assistance in all aspects of home buying and home ownership. Topics include, budgeting, pre-purchase, post-purchase, mortgage default, foreclosure prevention, credit counseling, and down payment assistance. Support the organization's mission and vision of providing additional supply of affordable housing opportunities.

Specific Duties & Responsibilities:

- Conduct a minimum of 12 one-on-one counseling sessions per week.
- Within 45 days, be able to navigate, use and properly maintain customer records in HANDS's custom CMS (Client Management System).
- Provide monthly, quarterly and year end data for reporting.
- Attendance at staff meetings and all required trainings to keep certifications.
- Represent HANDS, when necessary, at roundtable or networking/partnership meeting/trainings to include housing fairs for the purpose of promoting HANDS' Comprehensive Housing Counseling Services.
- Take incoming phone calls once a week during morning hours.

Minimum Qualifications:

- 3 years of recent one-on-one comprehensive housing counseling (mortgage default/foreclosure prevention, budget, credit, pre-purchase, home mortgage pre-qualification, post-purchase counseling, and homebuyer education).
- Ability to operate MS Word and Excel (or ability to be trained on Excel within 30 days)
- Knowledge of local down payment assistance programs a plus.
- Must be able to sit and stand for extended periods of time. Able to type, use hands to grasp and write, speak clearly with proper use of English language.
- Comfortable with individual, small group, and large group facilitation.

Preferred Qualifications:

- Proof of HUD Exam Certification (If not, must become certified by 7/2020)
- Reverse mortgage (current HECM Counselor Certification)
- Current certification of completion of any training from NeighborWorks or similar organizations in: Mortgage Default/Foreclosure Prevention, Budget, Credit, Pre-Purchase, Home Mortgage Pre-Qualification, Post-Purchase Counseling and Homebuyer Education.

Job Title: Housing Counselor (HUD Certified Preferred)

Supervisor: Housing Counselor Supervisor and Executive Director

Salary Range: \$42,000-46,000 per year (commensurate with experience). Additional compensation available for conducting Saturday homebuyer workshops once certified.

Benefits: Employee Health Insurance 80% paid by HANDS – 20% by Employee, Life, Short – Long Term Disability. Dental and Vision Insurance paid by HANDS. 401(k) up to 4% match.

Employee Group: Full-Time

Schedule: Monday – Friday, 40 hrs/wk. Some evening/weekend work with notice.

Location: 1707 Orlando Central Parkway, Suite #350 - Orlando, FL 32809

Steps for Application:

Email resume, cover letter, and any housing/counseling certifications to jobs@ihpip.com

Upon receipt you will be contacted to complete an online assessment and questionnaire. All elements must be submitted to be considered for this position.

About the Organization:

HANDS was founded to assist Central Florida communities to increase the supply and availability of affordable housing, both rental and ownership. HANDS achieves this mission by providing the following services:

- A resource web-directory offering housing information and referral services to Central Florida residents about affordable housing alternatives available to them.
- As a HUD-Certified Housing Counseling Agency, HANDS offers counseling services in group or one-on-one sessions which cover: Pre-purchase, Post-Purchase, Budget/Credit analysis, Foreclosure or Default counseling, Home Equity Reverse Mortgage Counseling and Rental/Landlord Tenant Counseling.
- Technical assistance and information to developers, builders and others interested in affordable housing in Central Florida.
- Assistance to Central Florida governments in implementation of the affordable housing element of their Consolidated Plans; and
- As a Community Housing Development Agency (Federally Approved Housing Developer) HANDS develops affordable single and multi-family housing units. HANDS owns over 880 affordable rental units in three counties and builds 2-5 single family homes on scattered lots annually.

In accomplishing this mission, HANDS works to establish partnerships with other non-profits organizations, governments and the business community to build, acquire, and rehabilitate and manage low cost housing units which are sold or rented to individuals and families well below market rate.

EEO Policy:

HANDS provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.