



Founded in 1971, CRHDC is a Colorado non-profit housing organization.

## POSITION DESCRIPTION

### HOUSING COUNSELOR

<i>Location:</i>	<i>Westminster, Colorado – Central Office</i>
<i>Immediate Supervisor:</i>	<i>Home Ownership Center Manager</i>
<i>Salary Range:</i>	<i>Dependent upon experience</i>
<i>Benefits:</i>	<i>Health, Dental, Life, Paid Vacation/Sick Leave – adjusted on an accrual basis.</i>
<i>Status:</i>	<i>Non-Exempt</i>
<i>Classification</i>	<i>Full- Time</i>

#### **Job Function:**

The Housing Counselor's role is to supervise CRHDC's Housing Counseling Department, train housing counselors, and work with individual client(s) to achieve homeownership goals through housing counseling and education programs provided by CRHDC. Housing Counseling programs include: financial education, pre-purchase homebuyer education, mortgage delinquency and default resolution counseling, pre-purchase housing counseling, home equity conversion mortgage (HECM) counseling, post-purchase counseling, and program eligibility assessments.

#### **DUTIES AND RESPONSIBILITIES:**

- Conduct housing counseling file audits monthly
- Complete program compliance reporting (internally to organization and externally)
- Ensure compliance with all program rules and regulations and update as needed
- Complete intake and schedule one-on-one appointment with client(s)
- Gather necessary program information from client(s) and assess documentation
- Conduct individual/family one-on-one housing counseling sessions, including follow up counseling sessions
- Create household budgets
- Develop individualized action plans to meet housing goals
- Prepare curriculum or meeting series, adapting it to the client's homeownership goals
- Schedule, organize, and conduct education workshops & secure speakers as needed
- Represent CRHDC in the community and with community associations (i.e. Colorado Housing Counseling Coalition, CHFA Homebuyer Advisory meetings, etc.)

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- ❑ Ensure individual client and groups education workshop files are maintained and proper close out procedures are completed
  - ❑ Assist with community awareness of educational and one-on-one housing counseling programs and services through going to fairs, attending events, and any other venues that become available to share our services to the public
  - ❑ Attend training/meetings to acquire all required certifications in a timely manner
  - ❑ Ensure all data is entered into data collection system (CounselorMax)
  - ❑ Become familiar with CRHDC housing resources available to eligible clients and other housing resources available in the communities we serve
  - ❑ Stay abreast of changes and additions to housing counseling rules and regulations (i.e. HUD Housing Counseling and National Industry Standards, etc.)

#### **EXPERIENCE AND QUALIFICATIONS:**

- ❑ Experience with program eligibility determination
- ❑ Prefer two years Housing Counseling experience in the areas of pre-purchase, foreclosure prevention, and reverse mortgage counseling for low to moderate income populations
- ❑ Prefer one year staff supervision experience
- ❑ Community-based non-profit experience
- ❑ Ability to prepare clear and concise reports
- ❑ Good writing and communication skills, including Microsoft Office computer applications
- ❑ Able to provide excellent customer service to a diverse population
- ❑ Bi-Lingual Spanish (preferred)

#### **PERSONAL QUALITIES:**

- ❑ Highly self-motivated and able to work independently as well as part of a team
- ❑ Work effectively with people from diverse socio-economic and cultural backgrounds
- ❑ Friendly, approachable demeanor to ensure excellent rapport with all clients
- ❑ Ability to establish and maintain effective working relationships with other employees as well as other related professionals such as loan processors and Realtors
- ❑ Flexibility that allows meeting with non-scheduled appointments as needed
- ❑ Creative and practical, possessing strategic problem-solving skills
- ❑ Strong organizational skills and attention to detail
- ❑ Regular hours are 7:00 am – 4:00 pm or 8:00 am – 5:00 pm, but willingness to work some flexible hours during evenings and/or weekends to accommodate clients
- ❑ Excellent work ethic
- ❑ Willingness to change duties and responsibilities as the organization continues to grow

To apply please submit resume and cover letter to [melanie@crhdc.org](mailto:melanie@crhdc.org). To learn more about CRHDC, please visit our website: [www.crhdc.org](http://www.crhdc.org)

*CRHDC was formed in 1971 as Colorado Rural Housing Development Corporation and changed their name to incorporate their efforts in both urban and rural markets in 2009. CRHDC offers housing and financial education, down payment and mortgage loans, real estate services, affordable rental housing for seniors and the disabled, and a variety of homeownership options. CRHDC is a HUD Housing Counseling Agency and a member of NeighborWorks® America.*