



EMPLOYMENT OPPORTUNITY ANNOUNCEMENT

Housing Counseling Program Manager

South Suburban Housing Center (SSHC) is the regional fair housing enforcement and HUD-approved housing counseling agency primarily serving the south metropolitan Chicago area. Our mission is to monitor and address discriminatory housing practices and provide housing counseling, education, and expanded options to residents, thus fostering stable, inclusive, racially and economically diverse communities. [Learn More](#)

Position Summary

The **Housing Counseling Program Manager** reports to the Director of Finance and Operations and will have direct responsibility for supervising the counseling team staff, as well as developing, enhancing, managing and administering SSHC's Home Buyer Education, Financial Literacy and comprehensive Counseling programs in a manner that is consistent with the organization's vision, policies, and procedures and compliant with regulatory and funding requirements.

Primary Responsibilities and Duties

- Continuously evaluate programs, processes, and procedures for enhancements and operational efficiencies to meet the demand for client needs
- Ensure SSHC HUD Housing Counseling Workplan, internal documents, disclosures, and processes are updated and facilitated in accordance with HUD and the National Industry Standards for Homeownership Education and Counseling
- Maintain a working knowledge of all counseling program contracts, operational policies, and reporting procedures
- Ensure that the client management system (CMS) is utilized timely and effectively to track, maintain, and report program data in compliance with HUD and other program contracts
- Monitor and evaluate the accuracy of program paperwork and client files to ensure compliance with all relevant rules, regulations, and guidelines
- Prepare accurate and timely reports as required by various program contracts
- Prepare and lead all audits by counseling program funding sources (HUD, IHDA, et. al.)
- Assist with the preparation of grant proposals and applications
- Maintain positive relationships with all funding sources
- Foster a positive work environment that attracts, retains, and motivates quality employees
- Provide direct support to counseling staff for complex and escalated cases
- Develop performance expectations and actively provide feedback and coaching on a regular basis, along with formal annual performance reviews, to counseling team staff
- Ensure staff has appropriate training and resources to perform their jobs effectively
- Develop, coordinate, and facilitate content for all Home Buyer Education, Mortgage Delinquency, and Financial Literacy classes and workshops
- Implement and execute an outreach strategy to create program and workshop awareness
- Develop and maintain relationships with lenders, realtors, home inspectors, real estate attorneys, insurance agents, appraisers, professional peers, and other human service organizations as referral and program support resources
- Actively manage and adapt operations for special programs and projects as warranted
- Represent SSHC at meetings and events to enhance agency presence and maintain existing community and business relationships
- Ensure that SSHC meets the highest standards for delivering comprehensive Homebuyer Education and Individual Counseling
- Remain current on all federal, state, and local laws, regulations, and guidelines regarding the operation of counseling programs and maintain appropriate certifications
- Other duties as assigned

Competencies & Requirements

- Self-directed and well organized with a demonstrated ability to handle multiple clients and projects simultaneously
- Dynamic personality with extensive group presentation experience
- Excellent written and verbal communications skills
- Critical, analytical, and creative thinking skills to carry out projects and coordinate events
- Strong knowledge of credit reporting, financial management, lending products and foreclosure mitigation processes
- Proficient with the internet and computer software (Microsoft Office, Zoom, Adobe, Canva, etc.)
- Ability to represent SSHC in a professional and exceptional manner
- Demonstrated commitment to fair housing and civil rights
- Flexibility to work outside normal business hours
- Valid driver's license

Education and Experience

- HUD Housing Counseling Certification required
- NCHCEC Certifications in all disciplines required
- NCHCEC Certification HO360 preferred (must obtain within 12 months of hire)
- B.S. or B.A. in an appropriate related discipline preferred (Social Science, Business, Education)
- At least five (5) years of housing counseling experience, as well as a minimum of 2 years of administration and supervision experience preferred
- The above qualifications express the preferred minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration

Employment

SSHC is an equal opportunity employer with a diverse staff located in Homewood, Illinois. Normal office hours are weekdays from 9 a.m. to 5 p.m. This position will require evening and weekend work. Candidates must have access to automobile transportation for some program work.

Compensation and Benefits

SSHC offers a generous, competitive salary that is commensurate with experience and qualifications and based on comparable non-profit management level positions. SSHC also provides a benefits package that includes ample time off and the option for fully paid medical and dental insurance coverage OR contribution into a 403(b) retirement plan.

Application Process

Interested candidates should email resume, cover letter, & counseling certifications:

Email: sshc.contact@gmail.com

Subject: Attn: Director of Finance and Operations

Response Deadline:

Applications will be accepted until **September 24, 2021, or until the position is filled** (No Phone Calls Please)

Please note: Submitted cover letter should include a brief statement about why you are interested in the position and how your qualifications align with this job opportunity.

