



EMPLOYMENT OPPORTUNITY ANNOUNCEMENT

Housing Counseling Program Manager

South Suburban Housing Center (SSHC) has an immediate opening for a Housing Counseling Program Manager to join our team as a full-time staff member.

About Us

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 practices in the housing markets and to provide housing counseling, education, and expanded options to residents that foster stable, inclusive, racially and economically diverse communities.

For more information about SSHC, visit <https://southsuburbanhousingcenter.org>.

Position Summary

The Housing Counseling Program Manager reports to the Director of Homeownership and is directly responsible for the management and administration of SSHC's Homebuyer Education and Counseling program. This individual will manage housing counselors that provide Comprehensive One-on-One Counseling services for pre- & post-purchase homebuyers, Group Educational Workshops, and Financial Literacy Education that is consistent with the organization's vision, policies, and procedures, and compliant with regulatory and funding requirements.

Primary Responsibilities & Duties

- Continuously evaluate programs, processes, and procedures for enhancements and operational efficiencies to meet the demand for client needs
- Ensure that SSHC's HUD Housing Counseling Workplan, internal documents and disclosures, and processes are updated and facilitated in accordance with HUD and the National Industry Standards for Homeownership Education and Counseling
- 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
- Prepare accurate and timely reports as required by various program contracts
- Maintain a working knowledge of all counseling program contracts, operational policies, and reporting procedures
- Assist Director of Homeownership with the preparation of grant proposals and applications, and all audits by counseling program funding sources (HUD, IHDA, et. al.)
- Proactive leader and team player with the ability to be influential and establish positive working relationships that attracts, retains, and motivates quality employees
- Monitor and evaluate the accuracy of program paperwork and client files for completeness, appropriateness, and compliance for respective grant requirements.
- Oversee counseling staff, providing direct support, feedback, and coaching on a regular basis, along with formal annual performance reviews
- Ensure staff has appropriate training and resources to perform their jobs effectively
- Assist the Director of Homeownership with the development, coordination, and facilitation of content for all Homebuyer Education, Mortgage Delinquency, and Financial Literacy classes and workshops
- Work with Outreach Coordinator and Director of Homeownership to implement and execute a marketing and outreach strategy to create program and workshop awareness
- Develop and maintain relationships with lenders, realtors, home inspectors, real estate attorneys, insurance agents, professional peers, and other human service organizations as referral and program support resources
- 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
- Ability to work independently and exhibit initiative in problem solving
- 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, Adobe, 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 & Experience

- HUD Housing Counseling Certification required
- NCHCEC Certifications in all disciplines preferred (must obtain within 36 months of hire)
- NCHCEC Certification HO360 preferred (must obtain within 12 months of hire)
- B.S. or B.A. in appropriate related discipline preferred (Social Science, Business, Education)
- At least five (5) years housing counseling experience with a minimum of 2 years administration and supervision experience preferred
- The above qualifications express the 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 Details

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

The annual salary range for this position is \$60,000 to \$70,000, commensurate with experience and qualifications. SSHC provides an option for fully subsidized medical and dental insurance coverage or a contribution into a 403B retirement plan.

APPLY TODAY!

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

Email: sshc.contact@gmail.com

Attn: Director of Finance and Operations

Response Deadline: May 31, 2022, or until position is filled

(No Phone Calls Please)

*Cover letter should include a brief statement about why you are interested in the position and how your qualifications align with this job opportunity.