



EMPLOYMENT OPPORTUNITY ANNOUNCEMENT

Housing Counselor

South Suburban Housing Center (SSHC) has an immediate opening for a Housing Counselor 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 Counselor is primarily responsible for conducting group education/workshops for homebuyer education, financial capability (budget, savings, and credit management), and one-on-one housing counseling (including pre-purchase, post-purchase, and default/foreclosure assistance). Housing Counselors provide expert advice customized to the client's individual needs to address housing barriers and achieve housing goals. This process includes but is not limited to client intake, financial and affordability analysis, action plan development, and follow-up.

Primary Responsibilities & Duties

- Provide financial education and coaching, and housing counseling to prospective first-time homebuyers, existing homeowners, and homeowners in distress
- Help clients achieve financial wealth building with savings, budgeting, and debt and credit management for overall financial health
- Conduct client assessments that enable the client to make informed decisions regarding their housing choices
- Record all client communications and update log after each meeting or each interaction with client/lender for both (hard and electronic) files utilizing required Client Management System (CMS)
- Responsible for day-to-day client scheduling and delivery of housing counseling and education in areas of, pre-and post-purchase, delinquency, foreclosure prevention counseling, and financial capacity building
- Conduct financial analysis and affordability assessment resulting in an action plan that supports the client's financial capacity
- Perform case management and conduct follow-ups via phone and/or email to determine whether the client is following their action plan
- Problem solve through information gathering and analysis, developing alternative solutions using reason and resources
- Assist management with facilitating and developing homebuyer education, financial capability, foreclosure prevention, and post-purchase workshops following HUD and agency standards
- Perform outreach and represent the agency at events, seminars, and networking functions as needed
- Adhere to organization's procedures and policies and follow each funders' guidelines
- Prepare reports for management as required
- Conduct other duties as assigned by the Housing Counseling Program Manager

Competencies & Requirements

- Self-directed and well-organized with a demonstrated ability to handle multiple clients and projects simultaneously
 - Strong knowledge of credit reporting, financial management, lending products and foreclosure mitigation processes
 - Experience providing case management to ensure client and program goals are met
 - Computer proficiency with Microsoft Office (Word, Excel, Outlook), Google, Client Management database and uploading and downloading of documents
 - Strong public speaking and communication skills (written and verbal)
 - Time management for multiple tasks in a high-volume work environment and customer pipeline
 - Excellent written and verbal communications skills
 - Ability to represent SSHC in a professional and exceptional manner
 - Demonstrated commitment to fair housing and civil rights
 - Ability to work successfully with internal departments
 - Attention to detail with excellent internal and external customer service skills
 - Flexible work schedule, including ability to work some nights and Saturdays
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Education & Experience

- HUD Housing Counseling Certification required
 - NCHCEC Certifications in all disciplines preferred (must obtain within 36 months of hire)
 - B.S. or B.A. in appropriate related discipline preferred (Social Science, Business, Education)
 - At least two (2) years housing counseling experience and administration
 - 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
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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 \$40,000 to \$50,000, 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 Homeownership

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.