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| **Title** | Housing Counselor  |
| **Reports To:** | Program Initiatives Director |
| **Supervise:** | None |
| **Job Function** | Provide housing counseling and education to renters, prospective first-time homebuyers, existing homeowners, and homeowners in distress.  |

**Duties and responsibilities**

* Responsible for day-to-day client scheduling and delivery of home ownership counseling and education in credit counseling, financial capacity building, pre-purchase, delinquency, and foreclosure prevention counseling.
* Provide individual and group credit, foreclosure prevention, rental, and homeownership counseling sessions.
* Facilitate group education classes
* Develop client action plans, client budgets, complete financial analysis and affordability assessments
* Determine client eligibility for various programs, and provide referrals as needed for other needed programing.
* Create an action plan that supports the client’s goal
* Complete on-going case management to clients
* Create, record, and maintain all communications and document meetings or interactions with client, lenders, and community partners both hard copy and electronic files utilizing the required client management system.
* Complete client follow-up to ensure clients are following their agreed upon action plans.
* Coordinate with all community resources (realtors, lenders, appraisers, title company representatives, program administrators, county, and city representatives etc.) to ensure that documentation is accurate, complete, timely, and satisfies all requirements of programs and services offered.
* Develop and maintain business relationship with community resources, realtors, lenders, inspectors, program administrators, county, and city representatives.
* Complete community outreach- spend time in the community participating in community events, canvasing, developing community engagement events.
* Provide day to day supervision of the receptionist.
* Perform all other duties as required.

**Knowledge Skills and Abilities**

* Strong verbal and written communication skills
* Knowledge of Microsoft Office is preferred.
* Highly organized and detail-oriented
* Customer focused
* Strong attention to detail
* Problem-solving and decision-making skills
* Ability to analyze and solve problems
* Knowledge of community resources, social services, and programs administered by Gwinnett County
* Bilingual abilities are a plus

**Education and Experience**

* Bachelors Degree from accredited college
* Must hold a HUD certified Housing Counselor certification or be able to pass the HUD certified Housing Counselor exam
* Homeownership experience in any aspect - Mortgage lending, realtor services, closing of mortgage loan, loan processing, and loan modification.
* Case management experience is preferred.