



Position Description

Position Title:	Housing Counselor and Educator
Department:	Housing and Family Services
Reports To:	Lead Bilingual Housing Counselor and Educator
FLSA Status:	Full-time/Exempt
Compensation:	\$45,000-\$50,000

SUMMARY

We are seeking a highly motivated individual to fill the position of Housing Counselor and Educator on ICCF's Homeownership Programs team. The primary focus of this role will be to provide pre-purchase housing counseling and education services to prospective first-time homebuyers, helping them navigate the complexities of the home buying process, overcome financial barriers, and make informed decisions about homeownership. The ideal candidate will have experience providing services to households from diverse backgrounds in a professional setting and will possess a passion for ICCF's Mission: Equitable Opportunity, Affordable Homes, and Thriving Neighborhoods. They will be passionate about empowering individuals and families with the knowledge and skills necessary to achieve their goals. They will also have a willingness to gain a deep understanding of HUD guidelines and regulations and obtain their certification as a HUD Certified Housing Counselor.

Job functions include team collaboration, case management provision, record keeping, data tracking, program development, event coordinating, group education facilitation, rapport building, and more.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- **Pre-Purchase Counseling:** Maintain a caseload of one-on-one counseling with prospective homebuyers to assess their financial readiness, review credit reports, analyze budgeting and savings, and identify areas of improvement for successful homeownership.
- **Individualized Action Plans:** Collaborate with clients to create personalized action plans that outline the steps needed to achieve their homeownership goals, addressing any barriers or challenges they may face.
- **Supplemental Homeownership Programs:** Identify and refer eligible participants to ICCF's supplemental homeownership programs, which includes the Individual Development Account Program (a down payment savings program) and the Community Homes Land Trust (an affordable homeownership program). In these programs, staff are required to complete in-depth income verifications, work effectively cross-departmentally, communicate clearly with all parties involved, etc.
- **Documentation and Record-Keeping:** Maintain accurate and up-to-date client records, documenting counseling sessions, progress, and outcomes in compliance with HUD and agency guidelines.

- Confidentiality: Maintain confidentiality of sensitive information, whether verbal or written.
- Education and Workshops: Develop and deliver Introduction to Homeownership Classes and seminars on topics related to the home buying process, including down payment assistance programs, budgeting, credit management, investments, and more.
- Outreach and Community Engagement: Participate in outreach efforts to promote our services within the community and build strong relationships with local organizations, real estate professionals, and lenders. Utilize these connections as warm referrals for participants when appropriate.
- Compliance and Reporting: Ensure adherence to HUD-approved counseling standards, regulations, and reporting requirements, while also meeting agency-specific goals, reports, and metrics.
- Professional Development: Stay current with changes in housing laws, lending practices, and HUD guidelines through ongoing training and professional development opportunities.
- Collaborative Team Player: Work closely with other team members to provide comprehensive support and ensure a seamless client experience throughout the homeownership process.
- Other duties as assigned.

SUCCESSFUL CANDIDATES WILL POSSESS:

- Passion for and commitment to achieving justice and equity in housing.
- Racial and cultural competence - an understanding of the role of race, culture, class and power and the willingness to disrupt patterns of inequity inherent in systems and institutions.
- A high degree of initiative, independence, and tenacity; able to identify and prioritize actions towards a goal.
- Demonstrated experience working in collaboration with others to effect change.
- Effective communication skills - verbal, written, presentation – with audiences diverse in age, race, etc.
- An ability to build relationships quickly and authentically.
- Strong commitment to team, supervisors, colleagues, and partners.
- A sense of optimism and an assets-based way of viewing people and situations.
- Experience in adult instruction in individual and group settings.
- An ability to maintain confidentiality of sensitive information.
- Experience working in the housing sector.
- An orientation towards problem-solving– experience identifying root causes and developing results-oriented solutions.
- Excellent time management skills to ensure deadlines and program outcomes are met.
- Knowledge to assemble, analyze and report data and information in a clear, precise and objective manner.

- Knowledge of HUD policies, procedures, state and federal regulations, or willingness to learn.
- Proficiency in operation of intermediate level office equipment and software programs; including but not limited to: Client Management System (CMS), Microsoft Suite (Word, Excel, Publisher, PowerPoint)
- Willingness to work some evenings and weekends.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Bachelor's degree (B.A.) from four-year college or university; Business Administration, Social Work, Psychology, Sociology, Counseling from an accredited college or university is preferred.

Minimum 6 months of experience in providing Housing Counseling services, or one to two years related experience and/or training, or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole number, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Michigan Driver's License and acceptable driving record. HUD Housing Counseling, Financial Capabilities and Home Ownership certifications preferred; willingness to become certified required. Must obtain HUD Housing Counseling Certification within 3 months of employment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to stand and walk. The employee is occasionally required to use hands to finger, handle, or feel. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

We offer a benefits package that includes medical/dental/vision insurance, PTO, paid parental leave, and a retirement plan.

To apply, please send a cover letter and resume to hr@iccf.org.

ICCF Community Homes is an EEO Employer.