## **Job Title: Housing Counselor**

## **Division: Business and Community Development**

## **Reports To: Asssistant Housing Director**

**FLSA Classification:**  **Non-Exempt**

**Job Category:**  **Family Development Worker**

**Pay Range:** **$17.99-$29.83.**

**Hours of Work:**  **35 hours/week, generally Monday-Fridays, 8:00 a.m. - 3:30 p.m., with some evening/weekend work required.**

**Job Description approved by Human Resources Director: 5/6/2024**

## **Job Overview:**

Provides housing counseling services to assure that participants have access to decent, safe, and affordable housing, homeownership opportunities, and emergency assistance. Serves as an active member of the ACCORD team by supporting ACCORD Corporation objectives.

## **Essential Job Responsibilities and Duties:**

Provides high quality housing counseling activities including family development goal planning, case management, referrals to services and resources, and provides emergency assistance to shelter and food.

Maintains current and comprehensive knowledge of program funding requirements, ensures participant eligibility, maintains vendor/partner information, and enforces adherence to program requirements, and prepares and submits required documents.

Enhances access to and participation in program services by conducting outreach, developing community and partner relationships, and contributing to the visibility and credibility of Housing programs.

Assures quality delivery and assists in evaluation of participant outcome and services delivery systems by completing all program data and reporting in a timely manner and making recommendations for improvements to services provision.

Maintains and implements professional and technical knowledge by attending training, establishing professional networks, and documenting training attendance.

Promotes a positive agency image and credibility by adhering to our code of conduct.

Assures effective risk management practices by identifying and reporting potential safety, ethical, and legal concerns.

Contributes to team effort by accomplishing program goals and completing other duties as assigned.

**Required Skills & Abilities/Decision Making:**

Embraces and aligns with the agency mission and vision, and division/program goals.

Follows and accurately interprets policies, procedures, and other written materials.

Demonstrates skills in the use of computer word processing and data entry.

Functions under a variety of working conditions and effectively manages multiple tasks and priorities and demonstrates the ability to differentiate between tasks of varying priority levels, responding appropriately.

Accepts supervisor recommendations and treats colleagues, staff and program participants with respect, and performs job results in a non-judgmental manner.

Maintains a clean and safe working environment.

Assesses problems accurately in terms of scope and consequences choosing the most appropriate course of action.

Complies with procedures, rules, and regulations to maintain the security of the facility**.**

Safeguard confidentiality in compliance with program and agency policies.

Works independently with initiative, self-motivation and effective problem solving.

**Time Expectations:**

Will work all assigned hours and report to work on time.

Will meet all time frames and due dates without reminders.

Will make appropriate use of leave time to balance personal, agency and workload needs.

**Qualifications:**

**Education**: Associate degree in human or community services or high school diploma and one year relevant experience.

**License Requirements:** Current, valid driver’s license and clean driving record.

**Experience:** Two years in related field with experience in human services and/or housing counseling preferred.

**Environment & Physical Demands:** This position may require the following physical demands and exposures:

The employee may require engaging in talking, carrying objects, grasping, using manual dexterity, seeing peripherally, sitting, listening, seeing near and far, and general lifting.

Computer work is an essential function of this position and vision strain is a potential exposure.

**Approvals and Acceptance:**

I have read and understand this job description and evaluation documentation. I accept the responsibilities and agree to fulfill these duties.

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Employee Signature Date

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Supervisors Signature Date