



JOB TITLE: Housing Counselor
SUPERVISED BY: Empowerment Resource Academy Director
DATE UPDATED: August 31, 2017

SUMMARY

The Housing Counselor is a member of BNT team, supporting achievement of the mission: to strengthen Bridgeport's neighborhoods. BNT develops affordable housing, creates healthy homes, and provides comprehensive homeownership education and foreclosure prevention services and eviction prevention. The Housing Counselor will assist in providing comprehensive housing counseling services to potential homebuyers, homeowners and renters in order to help them achieve their housing goals. The Housing Counselor will comply with the organization's training, staff manual, policies and procedures.

RESPONSIBILITIES

- Provides one-on-one counseling for clients in the areas of pre-purchase and post-purchase education, financial fitness and foreclosure prevention counseling.
- Assesses clients' financial situation based on the information furnish by the client. Assists clients in developing a budget and setting financial goals. Produces written action plans that supports the course of action that promotes the clients' best interests or the clients' choice of action.
- Explain credit report ratings and protections laws to clients and provides answers to clients' questions.
- Performs elements of on-going casework as needed to provide service and problem-solving assistance for client inquiries and account management. Follows-up with clients, lenders/servicers, partners and stakeholders in a timely manner and in accordance with program guidelines.
- Conducts/Facilitates homebuyer education, financial fitness and foreclosure prevention workshops.
- Conducts community marketing and outreach that attracts clients to the program.

- Maintains client files for program's guidelines in both electronic and physical formats in accordance with the organization's protocol and guidelines.
- Informs clients of their rights under Fair Housing laws and keeps an eye out for potential Fair Housing Act violations.
- Attends all staff trainings and staff meetings, some will require travel and overnight stays.
- Performs other work related duties and responsibilities as assigned to help support foreclosure prevention program and the organization overall.

MINIMUM JOB REQUIREMENTS

- Two years of college education or equivalent work experience.
- HUD Housing Counseling Certification
- Familiarity with housing counseling programs, loss mitigation tools, mortgage lending, underwriting policies and loan closing procedures highly desirable.
- Working knowledge of Microsoft Word, Excel, and Outlook.
- Excellent analytical and communication skills
- Strong interpersonal and public relations skills.
- Professional appearance and manner
- Ability to and capable of exercising independent judgment and make decisions based upon the analysis of clients varying circumstances.
- Spanish speaker preferred

SCHEDULE

40 hours per week, Monday – Friday 9:00 –5:30 with occasional flexibility when required.

COMPENSATION

Compensation commensurate with experience and includes medical and other fringe benefits.

Submit resume and cover letter to Leticia Sepulveda, Operations Manager, via email at leticia@bntweb.org