

## NKCDC | Job Description

### Energy Counselor | Housing Counselor

**Function:** Counselor works to build healthy communities and expand homeownership opportunities and retention for low and moderate-income households. Counselor's goal is to provide (Citywide residence (and aspiring homebuyers or struggling homeowners) with the skills, knowledge and information to buy and maintain a home, provide them with energy assistance, or resolve their current housing situation. This is done by bringing people into the program through outreach and marketing events; working with people individually; and education. Finally, this position provides a full complement of data entry and reporting functions for housing department, particularly around various first time homebuyer programs.

**Reports to:** Director of Housing Counseling

#### **Responsibilities:**

*Intake & Referrals:* Assist with orientation of applicants to the various first time homebuyer, foreclosure prevention, energy assistance and other loan programs available to low and moderate income families. Ensure completeness of application; Gather data and enter into appropriate program databases to track program statistics. Conduct monthly reporting and/or billing as appropriate. Refer homeowners to other necessary community resources.

*Counseling and case management:* Conduct preliminary assessment of the homeowner's situation, counsel the homeowner about personal and financial issues that assist with addressing their problems. Assist with intake and referrals to appropriate programs including loan, first-time homebuyer, energy assistance, and tax relief programs. Develop and assist other Housing Counseling staff with Workshops, Presentations, and other Community Outreach Events.

*Data Collection and Entry:* Provide full complement of data entry and program reporting functions for department ensuring quality control, programmatic requirements and appropriate paper and e-filing. Will provide particular attention to promptly facilitating Eligibility Determination Sessions (EDS), program's data entry and internal communications around documents and data.

*Other duties may be assigned by Director of Housing Counseling.*

#### **Qualifications and requirements:**

- Two to three years experience working with a social service organization or other related fields dealing with the public or college education equivalent.
- Must be computer saavy, able to access e-mail, electronic calendars and the Internet; experience required with a variety of software applications including Microsoft Office.
- Must be able to master the Home Counselor Online (HCO), Counselor Max and other software used to maintain a client databases and provide reports. Efficient data entry skills a must.
- Proven ability to deal with people in high stress situations with empathy and concern.
- Both team player and self-starter with ability to prioritize tasks.
- Excellent oral and written communication skills.

- Demonstrated experience working with culturally diverse groups of people.
- Knowledge of Real Estate, underwriting policies, mortgages, foreclosure, and household budgeting and loan closing highly desirable.
- Must be certified in various housing counseling designations and/or be willing to become certified.
- Familiarity with social service networks in Philadelphia a plus.
- Bilingual Spanish/English preferred.
- May need to work off-site or off-hours on occasion as needed.

**Compensation:**

Competitive salary with excellent benefits including HMO health plan, long- and short-term disability insurance, life insurance, paid vacation and 403 (b) retirement plan.

**Application process:**

Send cover letter and resume to Shanta Schachter, NKCDC, at [sschachter@nkcddc.org](mailto:sschachter@nkcddc.org) (e-mail). Please note that all candidate resumes are given due consideration and are kept on file for one year, but we cannot always respond personally to individual applications due to the high volume of inquiries.