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| **Job Title** | *Housing Counselor* |
| **Department** | *Housing Counseling Department* |
| **Reports to** | *Associate Director of the Housing Counseling Department* |
| **Location** | *Washington, DC* |
| **Position Type** | *Regular, Full-time* |
| **Exemption Status** | *Exempt* |
| **EEO Classification** | *2000; Revised February 2023* |
| **Salary** | *$60,000 - $65,000* |

# General Summary

The Housing Counselor is part of a team tasked with carrying out the NUL/Department of Housing and Community Development Housing Counseling (HCS) programs. The Housing Counseling department supports the delivery of a wide variety of housing counseling services to homebuyers, homeowners, low- to moderate-income renters, and the homeless. The primary objectives of the Program are to improve financial literacy, expand homeownership opportunities, improve access to affordable housing, and preserve homeownership. *Housing Counselor must be a HUD Certified Housing Counselor or obtain certification within 60 days of employment.*

# Essential Duties and Responsibilities

According to the ADA 1990, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Negotiate with mortgage lenders, loan servicers, and rental property management offices.
* Analyze complex situations to assist the client in finding the best solution.
* Assist homeowners with transitioning out of homeownership as needed.
* Identify and/or provide appropriate referrals by creating an action plan and budget.
* Qualify applicants for DC Homeownership program.
* Train individuals to participate in DC homeownership programs.
* Participate in training events and maintain certification in foreclosure, rental and homeless counseling.
* Perform outreach, engagement and assessment to enroll consumers in program services.
* Conduct comprehensive initial screening process to determine eligibility for program services, providing assessment, intake and enrollment, outcomes and follow up appointment where appropriate.

# Qualifications

* High School Diploma or equivalent (Bachelor degree in a human service field strongly preferred);
* Housing Counselor Certification strongly preferred;
* Must be a U.S. citizen;
* Must successfully complete a criminal background investigation;
* Minimum of 6 years of related experience;
* Knowledge of the housing industry and DC homeownership programs;
* Good analytical skills;
* Ability to effectively communicate verbally and in writing; and
* Ability to work sensitively and effectively with individuals of diverse educational, socio-economic and cultural backgrounds.

# Working Conditions

The employee will be working in a normal office environment.

# Physical Requirements

While performing the duties of this job, the employee will frequently sit, stand, walk and reach. May need to lift files or packages periodically.

# Other Duties

This job description is intended to describe the general nature and work performed by employees, but is not a complete list of activities, duties or responsibilities required of personnel. Furthermore, other duties, responsibilities and activities may change or be assigned at the discretion of the employer.

# Direct Reports

No direct reports.

**Signature**

Employee signature below constitutes employee’s understanding of the requirements, essential functions and

duties of the position.

Employee Name:

Employee Signature:

Date:

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| **Approved By:** |  |
| **Date Approved:** |  |
| **Reviewed:** |  |