

Career Opportunity – Housing Counselor

Esperanza has an immediate opening for a full-time **Housing Counselor** that would provide comprehensive housing counseling services for our Housing Counseling Program.

Esperanza is a faith-based nonprofit organization committed to raising awareness and identifying resources that strengthens the Hispanic community.

Responsibilities

The Housing Counselor will provide face-to-face counseling and educational workshops to prospective and existing low to moderate income families and individuals on the following services:

- Pre-purchase counseling
- Mortgage delinquency/default and all aspects of the Diversion Program
- Tenant/Rental counseling
- Post-purchase counseling

Intake & Referrals: Assist clients with programs available for the above services. Gather data and enter into appropriate program databases to track program statistics. Conduct preliminary assessment of the client situation, advise the client about personal and financial resources that assist with addressing their problems. Prepare and send applications for clients in a timely manner. Contact Mortgage Servicers, Relators, Landlords and other relevant parties to further understand client's situation and options. Assist other Housing Advising staff with presentations and other community outreach events. This position is required to participate in the weekly DHCD Diversion Court sessions with clients. Other duties may be assigned.

Desired Knowledge, Skills, and Abilities include:

- Minimum of One-year experience of providing housing counseling, credit, financial, or related areas in a professional setting.
- Must possess the ability to demonstrate a caring for the community.
- Fluency in English and Spanish is required.
- NeighborWorks, PHFA Housing Certification and DHCD Diversion Court certified preferred.
- Must be able to pass the HUD counselors Certification exam.
- Familiarity with social service networks in Philadelphia.
- Ability to maintain a caseload of clients including prompt and accurate maintenance of client's physical files documentation with attention to detail and confidentiality.
- Experience on data client system entry. Counselor Max, HCO and RX experience preferred.
- Possess excellent oral and written communication, customer service and presentation skills.
- Knowledge of Microsoft Office programs.
- Work off-site or off-hours on occasion as needed.
- Willing to travel local and outside the state for trainings or meetings.

Esperanza offers a comprehensive employee health & wellness benefits program. Starting salary is \$35,000/year with a competitive health & wellness benefit program. Our office is located at: 4261 North 5th Street Philadelphia, PA 19140. Interested candidates should forward a resume to: jobs@esperanza.us.

For more information, check us out on the web at: www.esperanza.us

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