

Housing Counselor

Job Summary

CommunityWorks in West Virginia creates housing and community development solutions for West Virginians through a network of member organizations. Formed in 1991, CommunityWorks has served to unite local housing-related agencies and organizations to assure safe, affordable housing for over twenty-nine years. Representing twenty-seven organizations, CWWV provides a variety of services to its members through technical assistance and training, innovative mortgage lending products, and member support programs including advocacy at the federal and state levels. CommunityWorks is a chartered member of NeighborWorks America and a certified CDFI with the US Treasury.

CommunityWorks in West Virginia is expanding its Housing Program through the development of a Home Ownership Center to open in August 2020. The Housing Counselor will be in the new HOC and is responsible for conducting homebuyer education and financial education workshops, housing counseling (includes pre-purchase, rental, and default foreclosure) and credit counseling services, including administrative responsibilities.

Job Responsibilities

- Using HUD's Housing Counseling Rules and Regulations as a guide, respond to client inquiries as needed.
- Assist in the preparation of grant proposals to secure financing to support the HOC.
- In accordance with grant requirements, assist with quarterly & annual reporting to various funders.
- Coordinate and conduct monthly homebuyer education and financial education workshops.
- Develop referral sources by building relationships with lenders, realtors, human service organizations, local governments, professional peers, and others, including attendance at the annual WV Housing Conference and NeighborWorks Training Institute.
- Assist with and/or initiate marketing activities that fulfill our advertising goals for program services.
- Actively participate in monthly quality and process reviews to improve the effectiveness of housing counseling services. Prepare in advance; provide feedback and suggestions related to improvements as needed or asked.
- Assist with establishing and updating processes for the delivery of counseling services.
- Become certified as a Housing Counselor within 12 months of employment.
- Attend staff meetings and training as required

Job Qualifications and Skills

Strong understanding of home purchase and financing process.

Solid understanding of the default foreclosure process.

Ability to interact in a professional manner with potential homebuyers, community partners, and homebuyer education professionals.

Exceptional interpersonal skills and human relation skills that positively benefit interactions with co-workers, internal and external clientele.

A demonstrated ability to deal with coworkers, volunteers, peers, and supervisors.

Ability to exercise good judgment and self-control.

Good comprehension skills, with the ability to listen to and understand information and ideas presented through verbal communication.

Effective communication skills with individuals at all levels.

Must be detailed oriented, able to plan, prioritize, organize, multi-task and meet deadlines in a fast-paced environment.

Appropriate level of administrative experience and skills.

Demonstrated ability to operate professionally and safely in the workplace, with experience in holding peers accountable to professional standards.

Good decision-making skills, with the ability to analyze information, evaluate results, and implement the best solution to solve problems or challenges.

Self-motivated, with an ability and dedication to learn new skills quickly, keep up to date technically, and apply new knowledge to your job.

Bachelor's degree or experience/education equivalent.

At least 2 years of experience OR training in housing counseling or related field.

Must have a valid Driver's Licenses, a clean driving record and use of an insured vehicle.

Strong computer skills, with working knowledge of the primary Microsoft Office suites.

Certification in Housing Counseling by the first 12 months of employment.

“CommunityWorks in West Virginia is an Equal Opportunity Employer”