

## Position Description

**Title:** Housing Counselor  
**Division:** Operations  
**Reports to:** COO

**Travel:** Travels in-state and out-of-state as required  
**Status:** Salaried, Exempt  
**Standard Work Hours:** M – F, 9:00 AM – 5:30 PM  
**Salary Range:** DOE

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### JOB SUMMARY:

Reporting to the Chief Operating Officer, the Housing Counselor will be our US Housing and Urban Development (HUD) certified Housing Counselor. This role will be responsible for conducting homebuyer education and financial education workshops, housing counseling, and credit counseling services, including administrative responsibilities such as in-take, data input and tracking, monthly reporting, community outreach, and fund development.

### DUTIES, RESPONSIBILITIES, and EXPECTATIONS:

Duties and responsibilities include, but are not limited to the following:

- Offer a range of counseling services such as financial capacity building, housing counseling, financial education and credit building counseling.
- Respond to all inquiries regarding financial literacy and housing counseling via email and phone.
- Manage and maintain CNHA's client management system timely and accurately, as it may change.
- Provide on-going Case Management to provide service and problem-solving assistance to include:
  - Conduct financial analysis and affordability assessment based on information and documents provided by the client.
  - Create an Action Plan that supports and builds client's financial capacity.
  - Conduct follow-ups via phone and/or email to determine whether the client is following their financial goal plan.
- Provide group education financial literacy workshops in accordance with U.S. HUD standards.
- Follow procedures as outlined in the Housing Program Plan.
- Record all communications, and update log after each meeting or interaction with client for both (hard and electronic) file utilizing HUD approved client management system.
- Maintain professional effective communication regularly with clients and staff.
- Ensure all client files are securely stored and locked with all required documents and forms.
- Attend training, as provided, on programs and services.
- Represent organization at events, seminars, and networking functions as required.
- Participates and performs duties as assigned for CNHA's annual Native Hawaiian Convention.
- Special projects and/or duties as assigned.

### PERFORMANCE EXPECTATIONS:

- Maintains the utmost confidentiality.
- Demonstrates adaptability and supports continuous learning

- Utilizes excellent verbal and written communication, people skills, and a positive, can-do attitude with co-workers, clients, members, and the community, and in all work product.
- Functions in a self-directed, high initiative and motivated manner that results in successful administration and collaboration.
- Applies research, experience, communication, strategy and learning that results in problem-solving and maximum quality and utilization of the organization's resources. Consistently provides solutions to challenges encountered.
- Flexible and willing to work long hours and possibly weekends.

**QUALIFICATIONS:**

- College degree (Associates or bachelor's degree) or two (2) years of work experience with any aspect of the homeownership process.
- HUD Housing Counseling and Certification preferred upon hiring. If not certified, will have the intent to obtain this certification within 6-months of hire.
- Ability to work with people of diverse backgrounds.
- Strong understanding of home purchase, financing process and default process.
- Uses proficient Microsoft Word, Excel, PowerPoint, Outlook, and Adobe Acrobat, with a working knowledge of Microsoft Access and other database systems.

**PREFERRED QUALIFICATIONS:**

- Experience directly working inside the Native Hawaiian community and/or with programs that address the cultural and socio-economic wellbeing of the Native Hawaiian community.
- Prior non-profit work experience
- Attention to detail with excellent internal and external customer service skills.

**PHYSICAL REQUIREMENTS:**

- Prolonged periods of time sitting at a desk and working on a computer.
- Must be able to lift to 15 pounds at a time.

**SKILLS REQUIRED:**

- Demonstrated ability to provide quality customer service.
- Highly organized and detail-oriented, flexible, and collaborative with an ability to prioritize and manage multiple tasks simultaneously.
- Personal qualities of integrity, credibility, and a commitment to CNHA's mission.

*I acknowledge that I have read and understand the above job description in its entirety and can perform all of the stated requirements.*

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Employee Signature

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Date