



formerly Tarrant County Housing Partnership

HOUSING CHANNEL EMPLOYMENT OPPORTUNITY
JOB TITLE: HOUSING ADVISOR – *BILINGUAL*
DEPARTMENT: COUNSELING & EDUCATION

HOUSING ADVISOR PURPOSE:

A housing advisor provides information and strategies to expand and support homeownership opportunities. This includes obtaining a home, providing general counsel on homeownership options or foreclosure prevention. Housing advisors provide technical skills for credit repair and advice on money management solutions to assist families with budgeting for expenditures and developing adequate savings plans.

RESPONSIBILITIES INCLUDE BUT NOT LIMITED TO:

The primary duty of a housing advisor is to conduct counseling sessions to determine a client's housing objectives, goals and needs. Responsibilities to include but are not limited to: provide first contact for clients including outbound calling, responding to inquiries and referrals; conduct initial intake interview, gather information and documentation to create and maintain individual files in the client management system, assist clients with review of spending habits and budgets and inform clients of available services and resources.

Additional duties include assisting clients with resolving mortgage delinquency issues; submitting completed workout requests packages to servicers; communicate with mortgage servicers on behalf of borrowers; assisting borrowers with follow up actions as required and ensuring the timely and accurate input of all case information into the client management system.

The advisor also provides additional support for the counseling and education department by organizing and executing outreach efforts such as facilitating Homebuyer Orientation seminars, Homebuyer Education classes and Home Retention Workshops and hosting and/or participating other community programs and activities.

JOB QUALIFICATIONS:

Employee should demonstrate abilities to explain an understanding of all Housing Channel and related housing programs; interact and communicate effectively and respectfully with others in all possible situations through clear speech, and/or concise writing and manage conflict appropriately; to develop and conduct training and education sessions for the public; provide effective teamwork by being self-motivated, accepting and completing assignments within agreed-upon deadlines and support department projects; to promote customer service excellence by responding timely to requests and quickly identifying and resolving issues.

Min. 1 year consumer counseling/education experience required. Must have excellent public speaking and presentation skills and oral and written communication skills. Skills in computer applications including records management, paperwork filing and internet/ email usage are required. CounselorMax and HCO client tracking systems are preferred. Certifications in Housing Counseling and Foreclosure Intervention and Default Counseling preferred. Must be flexible with schedule as some weekend and evening hours are required.

Bilingual preferred.

Send cover letter with salary history and resume to mford@housingchannel.org. Housing Channel is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, creed, color, sex, sexual orientation, national origin, physical handicap, age, height, weight, marital status, veteran status, religion or political belief.