

HOMEOWNERSHIP HOUSING COUNSELOR

Benjamin Rose Institute on Aging (BRIA) is a Cleveland-based nonprofit whose mission is to advance support for older adults and caregivers is currently seeking a full time **Homeownership Housing Counselor** for ESOP (Empowering and Strengthening Ohio's People), a subsidiary of BRIA, which proudly serves adults in all stages of life to achieve and maintain financial wellness and housing stability through HUD-approved housing and financial counseling and education, as well as benefits enrollment assistance.

Position Summary:

- Assesses individuals' and families' housing needs, facilitates goal setting and provides coaching and counseling designed to aid in financial wellness and housing stability;
- Assists in facilitating virtual and in-person housing workshops;
- Identifies and assesses clients' needs for other Benjamin Rose wraparound services and facilitates the referral process to these services.

Essential Duties and Responsibilities

The following description is a general representation of the key duties and responsibilities of the position.

- Provides counseling and coaching to individuals and families to help them understand and improve credit, establish a budget, reduce debt and create an action plan that will help potential homebuyers meet the requirements necessary for stable and sustainable homeownership;
- Counsels and provides coaching to older adults and their families/caregivers to help them understand their housing options; creates action plans that will help older adults transition to safe, affordable and sustainable homeownership;
- Mediates workout options between homeowners and the servicer or lender of the mortgage to help homeowners keep their homes, execute a deed in lieu of foreclosure or enable clients to short sell their homes;
- Facilitates and presents virtual and in-person Homeownership Workshops, including but not limited to Home Buyer Education: Know Before You Buy, Home Seller's Education: Know Before You Sell, New Construction Education: Know Before You Build and Aging in Place: know Your Housing Options;
- Provides regular and timely updates to clients on program requirements and goal progress;
- Participates on existing and regularly scheduled internal and external housing collaborations and committees;
- Creates and provides monthly reports on client outputs and outcomes to the Homeownership Manager;
- Speaks and presents at community outreach events, seminars, and meetings to promote ESOP & ESOP Realty housing programs and services;
- Maintains all necessary certifications and program training requirements as required by HUD and/or ESOP;

- Assists Homeownership Manager on special projects, data reporting and process and program implementation;
- Performs other duties as assigned.

Qualifications:

Specific knowledge, training or skills required to perform the duties of this position including specific courses, training programs or required certifications. The requirements listed below are representative of the knowledge, skills and abilities required for the position.

- Bachelor's degree preferred; high school diploma and relevant work experience are required;
- HUD Counselor Certification preferred; must certify with HUD within 12 months of employment;
- Education or experience in housing counseling with an emphasis on homeownership;
- Public speaking required;
- Excellent attention to detail, personal organization, and time management;
- Effective communication skills, both orally and in writing with demonstrated ability to communicate with diverse populations;
- Proficiency with Microsoft Office (Word, Excel, Power Point);
- Experience with the Salesforce client resource management system or other HUD-approved CRMs is desirable;
- Must excel at working independently, and as part of a larger, coordinated team effort;
- Must have outstanding customer service skills, patience, follow-up and follow through.
- Background check and drug test required.

Essential Physical Demands and Working Environment

(The physical demands and work environment described below are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions.)

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

- While performing the duties of this job, the employee is regularly required to, stand, sit; talk, hear, reach, stoop, kneel, and use hands and fingers to operate a computer, keyboard and telephone;

- Ability to work Specific vision abilities required by this job include close vision requirements due to computer work;
- Light to moderate lifting is required, up to 25 pounds;
- Ability to uphold the stress of traveling;
- Regular, predictable attendance is required;
- Moderate noise (i.e. business office with computers, phone, and printers, light traffic);
- Ability to work in a confined area;
- Ability to sit at a computer terminal for an extended period of time;
- Ability to work evenings and weekends as needed;
- Ability to work remotely.

Interested candidates should forward resume to:

BENJAMIN ROSE INSTITUTE ON AGING

11890 Fairhill Road

Cleveland, Ohio 44120

Email: employment@benrose.org

Printable Application Online: www.benrose.org