

The United Planning Organization (UPO) is the designated Community Action Agency for Washington, District of Columbia, and has served the residents of the District since 1962. Our **Vision** for the future is “UPO’s Washington: A city of thriving communities and self-sufficient residents;” our **Mission** is “Uniting People with Opportunities.”

The Community Reinvestment Division is seeking an energetic and experienced individual to join our dynamic team as a Housing Counselor. The ideal candidate must be a self-starter able to work in a fast paced, ever changing work environment, a team player and able to work independently with minimal supervision. This future employee will be expected to deliver a high level of customer support and service to both internal and external customers. The final candidate will need to have the right complement of skills, personality, and professionalism.

UPO is committed to attracting and retaining outstanding and diverse staff who will enhance our engagement and service in our communities.

All qualified applicants are encouraged to apply for this position or any other position currently advertised on our website. Please visit us at www.upo.org to view all of our vacancies and to learn more about our company and services.

POSITION:	Housing Counselor
OFFICE/DIVISION:	Community Reinvestment Division
BULLETIN No:	10102021
HOURLY RANGE:	\$23.0769 to \$25.6410 per hour (Commensurate with experience)
OPENING DATE:	10/29/2021
CLOSING DATE:	Open until filled
FIRST SOURCE:	N/A

MAJOR DUTIES:

Provide comprehensive housing counseling services to targeted customers. Provide counseling to clients seeking housing assistance.

BRIEF DESCRIPTION:

Provide one-on-one foreclosure, rental, and pre-purchase counseling to clients seeking housing assistance. Review client documentation to determine client’s housing needs. Based upon the clients’ needs and the guidelines provided, determine the amount of assistance clients can receive from the Emergency Rental Assistance Program (ERAP). Conduct occasional workshops for clients on issues such as foreclosure prevention, budget building, credit issues, money management, homeownership, and unfair lending practices. Conduct pre closing sessions for persons who are about to finalize their purchase of a home. Communicate with clients, community groups, lending institutions, landlords and governmental agencies in a professional and timely basis. Prepare required monthly, quarterly, annual reports. Coordinate with clients to prepare loan modification documentation for lending community. Provide follow-up for cases and develop case notes and manage filing system, enter client data in program data base. Answer questions about housing services and share program information, attend outside meetings with collaborating agencies Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; and participating in professional organizations

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MINIMUM QUALIFICATIONS:

High school diploma or GED and 4 years of experience as a comprehensive Housing Counselor. Must have or obtain comprehensive housing counseling certification within 6 months from initial hiring date. Excellent working knowledge of MS Office (Word, Excel, Outlook and Power Point) and ability to use/learn electronic time-keeping program. Must be able to work sensitively and effectively with individuals of diverse educational socio-economic and cultural backgrounds.

DESIRED QUALIFICATIONS:

Bachelor's degree or 4 years of experience providing housing or case management services with at least 2 year of specialized experience in the financial industry, mortgage counseling and/or real estate. Experience in providing direct services to cultural and socio-economic diverse communities. Must be HUD Certified Housing Counselor or be able to obtain certification within 60 days of hire date.

OTHER REQUIREMENTS:

In the event that an offer is extended, the candidate will be required to successfully complete a criminal background check and/or FBI fingerprinting, and pre-employment drug screening as applicable for the position.

This position IS covered under the collective bargaining agreement.

ALL VISITORS TO UPO FACILITIES

- **Must Wear a Mask While on UPO Premises;**
- **Must Practice Social Distancing; and,**
- **Will Be Subject to Temperature Scanning Upon Entering UPO Facilities.**

Submit your resume to
upojobs@upo.org