

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.

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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:	5062022
SALARY RANGE:	\$45,000 to \$50,000 (Commensurate with experience)
OPENING DATE:	June 9, 2022
CLOSING DATE:	Open until filled
FIRST SOURCE:	N/A

MAJOR DUTIES:

Provide comprehensive housing counseling services.

BRIEF DESCRIPTION:

Provide one-on-one foreclosure, rental, and pre-purchase counseling to customers seeking housing assistance. Review customers’ documentation to determine housing needs. Determine the amount of assistance customers can receive from the Emergency Rental Assistance Program (ERAP). Conduct occasional workshops on 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. Coordinate with customers to prepare loan modification documentation for lending community. Provide follow-up for cases and develop case notes and manage filing system. Enter customers’ data in program data base.

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 date of hire. Must possess strong written or oral communication skills. Ability to manage projects, budgets, and meet deadlines. Must be

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able to work sensitively and effectively with individuals of diverse educational, socio-economic and cultural backgrounds. Excellent working knowledge of MS Office (Word, Excel, Outlook, and Power Point) and ability to use/learn electronic time-keeping program

DESIRED QUALIFICATIONS:

Bachelor's degree in related field; HUD Certified Housing Counselor; 2-years specialized experience in the financial industry, mortgage counseling and/or real estate. Experience in community outreach. Specialized experience in the financial industry, mortgage counseling and/or real estate. Experience or working knowledge of Microsoft Office products Excel, Microsoft Word, Microsoft Project, and Adobe products.

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.

Special notice to all applicants:

In accordance with the Mayor's Order (see reference below), every UPO employee, except for those with a medical or religious exemption, must be vaccinated by September 19, 2021. UPO abides by the requirements of all Mayor's Orders regarding COVID-19 Vaccinations; the Orders relate to the program under which you will work. **Mayor's Order 2021-099 - COVID-19 Vaccination Certification Requirement for District Government Employees, Contractors, Interns, and Grantees**

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 cover letter and resume to the Career Center Online [Apply Here](#)