



*Serving Dorchester and Talbot Counties*

**Job Title:** Housing Counseling & Family Services Manager

This position is responsible for the development, management and administration of Habitat for Humanity Choptank's Education and Housing Counseling program and overseeing the family services operation which includes homebuyers and repair clients. This individual provides one-on-one counseling services and group education workshops that are consistent with Habitat's vision, mission and policies, and which are in compliance with regulatory and funding requirements. He or she will also ensure the operation of our family services operation, striving for efficiency and high quality services. This position reports directly to the CEO.

**Primary Responsibilities:**

- Effectively develop and implement a comprehensive education program that meets National Industry Standards for education and housing counseling.
- Produce curriculum and program materials for Habitat's comprehensive education and counseling program.
- Conduct and maintain day to day program operations including client inquiries, scheduling, maintain accurate files, and reporting. Ensure successful implementation of program components, services and related activities.
- Develop and facilitate homeownership and financial workshops.
- Provide one-on-one financial coaching sessions for action plans, budget development, debt management, credit report review, emergency savings funds; that promote client's best interest or choice in their efforts towards achieving housing goals.
- Manage client caseload, which includes implementing strategies for developing financial objectives, client follow-up and goal monitoring.
- Maintain files for one-on-one clients and group files for workshop attendees.
- Proactively manage workload, calendar and client appointments to help meet the goals of the organization and serve clients effectively.
- Collaborate with Marketing & Development staff to implement and execute an outreach strategy to create program awareness and establish Habitat for Humanity Choptank as the resource for homebuyer and financial related education services.
- Develop referral resources by building and maintaining relationships with lenders, realtors, human service organizations, local governments, professional peers and others.
- Become certified and maintain status as Qualified Loan Officer (QLO) and HUD certified Housing Counselor and keep current on all federal, state and local laws, regulations and guidelines regarding the operation of counseling and maintain appropriate certifications.
- Maintain confidentiality of client information as required by agency and/or state and federal regulations.
- Maintain and ensure compliance with funder requirements, reporting and procedures.

- Develop and adhere to program budget.
- Provide oversight of homebuyer and repair program staff to ensure consistent and effective delivery of quality services.
- Monitor homebuyer and repair staff for successful achievement of program goals and objectives.

**Abilities:**

- Excellent interpersonal verbal and written communications and presentation skills; effectively interpret and clearly communicate information to diverse audiences.
- Strong organizational and analytical skills attention to detail, effective problem solver with ability to initiate, prioritize and manage work assignments.
- Strong computer proficiency and operations skills-demonstrated experience with Microsoft Office
- Professionalism and commitment to excellence, integrity and honesty.
- Demonstrated ability to work independently and as part of a team, demonstrating strong time management skills.
- Knowledge of government and other homeownership incentive and mortgage programs desired.

**Qualifications:**

Bachelor's degree with 2-3 years or more experience in homeowners, credit, and/or financial counseling; mortgage lending, processing or underwriting; housing counseling certification desired.

\*Associates degree with five(5) or more year's work experience in the aforementioned areas; housing counseling certification desired

Salary Range (\$55 - \$68K) - Salary dependent upon prior experience.