

Urban League of Greater Pittsburgh, Inc.
610 Wood Street
Pittsburgh, PA 15222-2222
412-227-4802

JOB ANNOUNCEMENT

Department: Housing Department
Job Title: Housing Counselor
Salary: Commensurate with education and experience

Note: The Urban League of Greater Pittsburgh will consider qualified applicants without regard to race, national or ethnic origin, religion, gender, sex, color or handicap. This position is funded under contracts with the Pittsburgh Housing Counseling Services contract. The funding is contingent upon annual appropriations. Resumes should be sent to the Director of Housing, Urban League of Greater Pittsburgh by the closing date.

Basic Functions:

Under the supervision of the Director of Housing and or their designee, the lead housing counselor is responsible for providing housing counseling services to individuals and families seeking rental assistance for which the Urban League of Greater Pittsburgh has contracted. The guidelines of those services are governed by those contracts and the regulations promulgated by the funding sources and other internal directives.

Basic Responsibilities:

1. Receive and maintain a HUD approved Housing Counseling Certification.
2. Commitment to total quality and continuous improvement in the delivery of housing counseling and customer services.
3. Provide housing counseling to families and individuals in all aspects of housing.
4. Complete homeownership, mortgage foreclosure and housing grant applications.
5. Provide comprehensive housing counseling services in 1-on-1 sessions and group education counseling sessions, including budgeting and priority setting, home maintenance and repairs, and fair housing enforcement and remedies.
6. Review and explain credit reports to client along with legal rights that pertain thereto
7. Collect client situation information and sort out the housing problems from other related problems, making recommendations for actions by the client according to sound principles of housing counseling documented in an Action Plan.
8. Utilize proper time management techniques to assure initial contact standards are met, out of office community support activities occur in a timely manner and funder staff communication meets the agreed upon goal.
9. Record all housing counseling activity information conscientiously and accurately.
10. Perform computer assisted functions utilizing agency or funder designated data collection system/s.
11. Manage case load using sound case management guidelines documenting services provided and closing cases in a timely manner.
- 12.** Participate in outreach, rental assistance site visits and community workshops on an as needed basis.
13. Perform any duties as may be assigned by the Director of Housing, Program

Education:

Associate Degree or equivalent social service work experience. Must have or obtain a HUD Housing Counseling Certification within 18 months of employment.

Work Experience:

Two years in social service counseling, real estate practices, property management, housing counseling or case management. Must have HUD Housing Counseling Certification or obtain within 9 months of employment.

Knowledge and Skills:

1. Knowledge of counseling procedures and principles
2. Knowledge of mortgage foreclosure process and loan modifications
3. Knowledge of real estate and mortgage lending transaction and practices
4. Knowledge of statistical reporting and record keeping
5. Knowledge of real estate and landlord tenant practices
6. Knowledge of personal budgeting principles and priority setting
7. Knowledge of credit reporting, FICO scoring and Fair Credit Reporting Act
8. Ability to relate to people and transfer knowledge and transmit information
9. Ability to record all counseling activity on computerized record keeping system
10. Average typing skills
11. Proficiency with the following: Microsoft Office Suite (including Excel spreadsheets); E-mail, Outlook (calendar and task facility) and internet
12. Good written and verbal communications skills
13. Good listening skills
14. Sensitivity to the clients and their problems

Note: Employee must maintain:

- **Act 33/34 and FBI clearances (every 3 years)**
- **Provide Documentation of Annual Physical Exam and TB test (every 2 years)**
- **Must maintain CPR/ First Aid Certificate (every 2 years)**
- **Valid PA Driver's license (yearly)**
- **Proof of automobile insurance (yearly)**
- **Reliable automobile or access to one (yearly)**

Application Procedures:

Submit letter of interest, three work-related letters of reference and updated resume to: Lea Etta Rhodes, Rental Assistance Program Manager, Urban League of Greater Pittsburgh 610 Wood Street Pittsburgh, PA 15222.

Posting Date: October 24, 2017
Closing Date: October 31, 2017