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**Urban League of Greater Pittsburgh, Inc.**

**610 Wood Street- Pittsburgh, PA 15222-2222**

**Job Description**

**Department: Housing**

**Position: Housing Opportunity Fund Housing Counselor**

**Supervisor: Rental Assistance Program Manager**

**Hours: Full-Time**

**Status: Exempt**

***Note: The Urban League of Greater Pittsburgh will consider qualified applicants without regard to race, ethnic origin, religion, sex, color or handicap. Continued funding for this position is contingent upon annual appropriations.***

**Position Summary:**

**Under the supervision of the Director of Housing, Rental Assistance Program Manager, and or their designee, the Housing Opportunity Fund 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 been contracted. The guidelines of those services are governed by those contracts and the regulations promulgated by the funding sources and other internal directives.**

**Essential Functions:**

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 rental, utility and mortgage assistance grant applications.

5. Provide comprehensive housing counseling services in one-to-one sessions and group education counseling sessions, including budgeting and priority setting, home maintenance and repairs, and fair housing enforcement.

6. Review and explain credit reports to the client along with legal rights that pertain thereto.

7. Collect and review client information, identifying and isolating housing problems from other related problems and make recommendations for actions by the client, according to sound principles of housing counseling to be documented in an Action Plan.

8. Record all housing counseling activity information conscientiously and accurately in counseling database.

9. Perform computer assisted functions using Counselor Max or any other designated data collection system.

10. Manage caseload using sound case management guidelines, documenting services provided and closing cases in a timely manner.

11. Perform outreach and community workshops on an as-needed basis.

12. Perform any duties as may be assigned by the Director of Housing, Program Manager or their designee.

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**Knowledge and Skills:**

1. Knowledge of counseling procedures and principles

2. Knowledge of statistical reporting and record keeping

3. Knowledge of real estate and landlord-tenant practices

4. Knowledge of personal budgeting principles and priority setting

5. Knowledge of credit reporting, FICO scoring, and Fair Credit Reporting Act

6. Ability to relate to people, transfer knowledge and relay information

7. Ability to record all counseling activity on personal computerized record keeping system

8. Proficiency with the following: Microsoft Office Suite (including Excel spreadsheets); E-mail, Outlook (calendar and task facility) and internet

9. Ability to demonstrate written and verbal communications skills, including the ability to conduct interviews and listen effectively

10. Sensitivity to the clients and their problems

**Working Conditions and Physical Requirements:**

* Ability to work a flexible schedule, including evenings, nights and weekends.
* Ability to utilize computer equipment to complete daily work responsibilities.
* Ability to operate fax/copy machines, telephone, calculator and general office equipment, on a daily basis.
* Daily work in an office environment, with frequent travel to sites with exposure to weather conditions.
* Ability to travel for meetings, agency training, and other miscellaneous work assignments within or outside of Allegheny County.

**Qualifications:**

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

**Experience: Two years in social service counseling, real estate practices, property management, housing counseling or case management**

**Act 33/34 and FBI clearances required**.

**Note: This should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow and perform any other related duties as assigned.**

Interested candidates should forward or email cover letter and resume to:

Urban League of Greater Pittsburgh

c/o Richard L. Morris, Housing Director

610 Wood Street, 2nd Floor

Pittsburgh, PA 15222

rmorris@ulpgh.org