



Job Description

<u>Position:</u>	Housing Navigator/Counselor (*Bilingual Spanish Required*) (*This position will require that a candidate become HUD certified by passing a test within four months of hire date*)
<u>Location:</u>	Greeley, CO
<u>Summary:</u>	This position is a hybrid role. Time is split between housing counseling and housing navigation responsibilities.
<u>Department:</u>	Colorado Housing Connects (CHC)/Housing Counseling
<u>Reports to:</u>	Program Director
<u>Work Schedule:</u>	Generally 8 a.m. to 4:30 p.m., Monday through Friday
<u>FLSA Status:</u>	Full Time/Non-Exempt
<u>Compensation:</u>	\$22.25 to \$29.00 per hour depending on experience and certification status

Description:

Housing Navigation

Operated by the long-established housing nonprofit Brothers Redevelopment, Colorado Housing Connects (CHC) (1-844-926-6632) is a one-of-a-kind housing helpline that helps consumers across the state navigate all manner of housing issue and concern--offering information and strategies to equip them with the tools to make an informed decision about their situation. Housing Navigators provide individualized support to each caller and help them develop a plan to find and sustain safe and long-term housing, or to address a specific housing need. The Housing Navigator identifies each area in which clients need assistance to accomplish the outlined goals and objectives (i.e. scheduling appointments, applying for public benefits, identifying subsidized housing, etc.) and provides follow-up to secure a desired outcome.

Housing Counseling

A counselor's daily routine includes counseling and educating clients in the areas of renting, credit, homeownership, foreclosure prevention, and predatory lending in one-on-one and group settings. They help set personal goals for clients counseled and report the outcomes each client reaches. They teach first time home buyer and responsible tenancy workshops. They provide marketing and outreach to communities to raise awareness about the availability of housing counseling. A specific protocol is required and must be precisely documented, not only to best serve the client, but to ensure the integrity of BRI. The counselor must exhibit strong communication skills, both verbal and written; maintain currency with program changes; serve as a physical presence for outreach to complimentary service providers; collaborate with internal management and co-workers; keep on top of paperwork and most importantly, best accommodate the client with attention to needs, analysis of circumstances and provide information to assist the client with meaningful resolutions. Specific sanctioned training and formal certification is required to counsel, and continuing education is mandated for this HUD-FHA sanctioned role.



Performance Responsibilities:

Housing Navigation

1. The Housing Navigator will provide individualized client support by helping each client develop a plan to address their barriers, assess their budget and financial capacity, and maintain and sustain long-term housing. The Housing Navigator will identify each area in which clients need assistance to accomplish the outlined goals and objectives (i.e. scheduling appointments, applying for public benefits, identifying subsidized housing, etc.). The Housing Navigator will take full responsibility for their clients' success.
 - a. The Navigator answers incoming calls, collects caller data, assesses caller's housing needs, identifies community resources and provides navigation of appropriate referrals. The Navigator will also create a simple action plan to ensure positive outcomes.
 - b. Facilitate transfers for service to other Brothers Redevelopment programs, including Brothers Property Management (affordable housing), Housing Counseling and the Aging in Place department.
 - c. Assist clients in completing applications for housing or benefits
 - d. Follow-up with previous callers to determine outcomes and impacts.
 - e. Identify new and useful housing resources and add the resource to the housing database.
 - f. Contact providers and ensure that information is accurate.
 - g. Network with other agencies, coalitions, and local community meetings.
 - h. Actively participate in staff meetings and trainings.
 - i. Data management and reporting
 - j. Identification of caller trends enabling the creation of a dynamic response to rising community needs.
 - k. Participate in and/or provide support to the staff for presentations and at booths at local resource fairs, community events, etc.

Housing Counseling

1. Provides one-on-one or group counseling session to clients who are experiencing rental challenges, looking to improve their credit, considering purchasing a home, seeking resolution of home ownership problems, facing foreclosure and/or having a combination of issues. Refers to other agencies, as appropriate.
 - a. Researches, develops and procures materials necessary to conduct training or education sessions with clients.
 - b. Conducts an intake containing appropriate release of information, waivers, and required documentation for counseling/program process.
 - c. Assesses the needs of the client and presents reasonable options available to resolve needs.
 - d. Develops and implements an action plan which identifies and prioritizes the client's action steps towards a reasonable resolution.
 - e. Works on behalf of the renter or homeowner with landlords, case managers, lenders, HUD, VA, CHFA, etc. in an effort to resolve the housing issue.
 - f. Responds in a timely manner to phone inquiries and complaints from clients, regulatory agencies, and/or members of the business community.
 - g. Keeps current and participates in continuing education regarding programs and information in housing and related fields.
 - h. Other duties as assigned.



Essential Duties and Responsibilities:

- Maintain a thorough knowledge and understanding of local housing resources and availability.
- Maintain client related data tracking systems, including case notes and complete entries.
- Meticulously captures necessary data from incoming callers and counseling clients.
- Understand the related operational contract and grant guidelines and requirements.
- Use questioning and listening skills that support effective telephone and in person communication.
- Use an effective approach to handle special telephone tasks like call transfers, taking messages, call backs, holds, interruptions, and unintentional disconnects.
- Effectively deal with emotional, angry and/or upset callers or clients.
- Ensure full usage of resource allocations database when transferring callers or providing in person referrals.
- Communicate basic expectations of services to callers before facilitating transfer.
- Collect required data from each caller and client.
- Other duties as assigned

Qualifications:

The ideal candidate will have great enthusiasm for helping callers and clients with a passion for customer service. Must be able to communicate effectively with many audiences, including clients, housing counselors, industry professionals, and agency officials. Candidate must also possess the ability to prioritize and manage multiple tasks simultaneously as well as work in a team environment, effectively troubleshooting when problems arise. Candidate must be proficient using computer and online data management platforms. Candidate must possess strong communication skills, both verbally and writing, to best represent the agency in interactions with employer/employee groups, professional groups, and public interest groups. Must be available for occasional evening appointments and presentations, as well as regularly scheduled evening and weekend workshops.

Experience/Education:

High School Diploma is required. A minimum of at least one year of related experience, with demonstrable delivery of exceptional customer service both in person and over the phone. Candidate should have a broad knowledge of and experience using computers, word processing software, database and spreadsheet applications, as well as online data systems/platforms. Candidates with previous experience in the real estate industry or mortgage lending fields are best prepared to pass the HUD certification exam.

Physical Demands:

The work is primarily sedentary. Work may require some lifting, bending, stooping and carrying of light items such as papers, mail, and files. It will also require some walking and standing. On occasion, there will be travel to and from meetings away from the work site, which may entail carrying materials and driving a motor vehicle. Additionally, occasional evening and weekend event participation will be required.

Work Environment:

The work is performed remotely or in an office setting. The work involves minimal risks and observances of safety precautions typical of an office setting.

Benefits

- 403B with 3% match
- Dental Insurance
- Vision Insurance
- Health Insurance



- Paid time off including vacation, sick and personal leave; plus, paid holidays.
- Ten (10) Paid Holidays
- Life Insurance
- Solid working environment

About Colorado Housing Connects

Established in April 2014. Accessible via a toll-free number (844-926-6632). Website is www.ColoradoHousingConnects.org

Brother's Redevelopment- Our Mission

Established in 1971, Brother's Redevelopment provides housing and housing- related Services for Colorado's low-income community members, older adults, and people living with disabilities.

Brother's Redevelopment- Our Strategy

Fulfill our mission by growing sustainable revenue streams, developing advantageous alliances, and creating a compassionate and sustainable organization.

Brothers Redevelopment, Inc. is an Equal Opportunity Employer.

