



Housing Counseling Services, Inc.

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JOB ANNOUNCEMENTS February 2018

Housing Counseling Services (HCS) is expanding and we are looking for partners to join our teams! HCS is a non-profit agency founded in 1972 to provide training, counseling and technical assistance to homebuyers, homeowners, tenants and the homeless. HCS works to build the capacity of individuals and groups to preserve their homes, seek their highest level of housing independence and support the economic and social development of their neighborhoods. Employing a bottom-up approach to community services, HCS believes that by training and educating clients, they will be better equipped to gain control over their lives. HCS places additional emphasis on removing barriers for groups without adequate access to services, such as language minority, immigrant, disabled, homeless and elderly populations.

HCS is looking for committed individuals to work in a variety of positions (see below). We are a collaborative, team oriented organization that values high standards, creativity and partnership. HCS is an equal opportunity employer and affirmatively seeks diversity in its workforce. HCS recruits qualified applicants and advances in employment its employees without regard to race, religious creed, color, national origin, ancestry, physical or mental disability, marital or familial status, sex, age, sexual orientation, or any other category protected by law. Language and cultural competency skills for all of these positions are a plus!

HCS has new funding to support and enhance many new program areas. The following is a summary of our newly opened positions. Resumes and cover letters should be sent to employment@housingetc.org. We want to hear from you, but resumes without cover letters will not be considered.

OPEN POSITIONS

- **COMMUNITY ENGAGEMENT SPECIALIST** (\$42,000-55,000)
The Community Engagement Specialists support tenants in preserving their housing, building skills, and benefit from enhanced opportunities. The Community Engagement Specialist will establish and firm up partnerships with private and public entities in order to create and enhance a series of programs to support tenants. This position will work closely with our Tenant Services Specialists to help to form tenant associations, support the redevelopment of affordable housing, prevent displacement and engage individuals and the community in efforts to benefit from new investments. The Community Engagement Specialist will also build programs and services to support financial and asset building skills.
- **ELIGIBILITY SPECIALIST** (\$42,000- \$55,000)
Provide individuals with information about specific housing programs and determine program eligibility. Assist individuals in completing program applications, establishing housing plans and determining eligibility based upon established criteria. The eligibility specialist should be prepared to conduct outreach, individual support services and training as needed to prepare households for eligibility. Special Skills: A minimum of four years of combined education/professional experience in a related field, ability to motivate individuals to take actions, attention to detail. Experience working with special needs populations including: homeless, veteran, persons living with HIV/AIDS.

- **CASE MANAGER** (\$48,000-60,000)

Provide non-medical case management services on housing, financial, and social service issues in order to address and improve housing stability. Case Managers may be assigned a variety of populations including homeless veterans, people living with HIV/AIDs, veterans, homeless families and others. The Case Manager will provide comprehensive housing navigation services, develop housing plans in collaboration with the client, identify housing barriers and specific housing related tasks to be accomplished that support short and long term housing stability. The Case Manager will make appropriate referrals and will advocate on behalf of clients with mortgage companies, landlords, housing providers, utility service providers, social service agencies, etc. The goal of case management is to help individuals to seek their highest level of independence. Special Skills: A minimum of 6 years of combined education/ professional experience in social work/case management. An advanced degree with specialized professional experience in case management/social work is preferred (MSW with field placements may count towards professional experience); excellent problem solving skills, able to develop innovative solutions; ability to help an individual identify solutions without judgement, and motivational support for at-risk households.

- **SENIOR CASE MANAGER** (\$55,000-\$70,000)

Provide non-medical case management services on housing, financial, and social service issues in order to address and improve housing stability. Sr. Case Managers may be assigned a variety of populations including homeless veterans, people living with HIV/AIDs, veterans, homeless families and others. The Sr. Case Manager will provide comprehensive housing navigation services, develop housing plans in collaboration with the client, identify housing barriers and specific housing related tasks to be accomplished that support short and long term housing stability. The Sr. Case Manager will make appropriate referrals and will advocate on behalf of clients with mortgage companies, landlords, housing providers, utility service providers, social service agencies, etc. The Sr. Case Manager will be expected to maintain an active case load and may be expected to serve highest need clients. The goal of case management is to help individuals to seek their highest level of independence. Special Skills: A minimum of 8 years of combined education/professional experience in social work, case management or related field. LGSW or similar licensing required. A minimum of 4 years of specialized professional experience in case management/social work or related field; excellent problem solving skills, able to develop innovative solutions; ability to help an individual identify solutions without judgement, motivational support for at-risk households.

- **CASE MANAGEMENT COORDINATOR/LICSW** (\$70,000-\$85,000)

The Case Management Coordinator is an LICSW who will supervise a team of Case Managers. The Coordinator will support Case Managers by conducting weekly supervision and review of all cases, participating in meetings with clients as needed and reporting to Program Directors to support all program goals. The Coordinator may retain a small client caseload as needed. Special Skills: LICSW with professional experience in managing program services for at-risk populations, at least four years of related case management experience and two years of experience supervising professional staff who provide direct services to at-risk populations, knowledge of service delivery principles and resources specific to the needs and services for veterans.

- **HOUSING SUPPORT SPECIALIST** (\$34,000 - \$42,000)
 Provide administrative support to Case Management teams and Program Directors. Client intake, reception, copying, filing, appointment scheduling, data input, etc. Special skills: ability to multi-task, attention to detail, professional experience.
- **HOUSING COUNSELOR/TRAINER** (\$42,000-\$55,000)
 Support households seeking homeownership by providing individual counseling, income certifications, training and other support services. Help and support individuals to develop the skills necessary to take the steps towards long-term homeownership. Assist individuals in completing applications and conduct income certifications for specialized homeownership programs. Participate in workshops and outreach efforts to support all programs. Some evening and weekend hours are required. Special Skills: A minimum of four years of combined education/professional experience related to real estate, finance, education, counseling or related field, ability to motivate individuals and translate complicated information into layman's terms, attention to detail, and public speaking skills.
- **TENANT ORGANIZER** (\$42,000-\$50,000)
 HCS seeks an energetic self-starter to provide outreach, training, counseling, and technical assistance to low- and moderate-income District tenants. The Tenant Services division seeks to empower low- and moderate-income tenants through education and outreach; educating tenants about their rights, opportunities, and responsibilities and to make their own informed housing choices. Tenant Organizers will conduct outreach in buildings throughout DC where tenants are at risk for displacement, provide training to tenants on tenant rights, forming a tenant association, the purchase process, developing partnerships, running good meetings, selecting development partners, understanding rental subsidies, provide ongoing technical assistance to tenants and tenant associations who seek to pursue actions to preserve their rights, form tenant associations, purchase their homes, partner with developers, improve housing conditions, preserve housing affordability and subsidies, etc., engage partners including: property owners, management companies, developers, attorneys, lenders, inspectors and government officials. Special skills include; a background in, or experience with, community development, affordable housing, at-risk populations, organizing and/or anti-poverty work; experience in providing direct services to low-income individuals and families; sensitivity to needs within the community and to individual clients; must be dynamic, flexible, self-directed, a capable multi-tasker, collaborative/team-focused, and have excellent analytical and public speaking skills; an ability to translate technical information into layman's terms; ability to communicate effectively with a wide variety of people including: lenders, developers, landlords, attorneys, public officials, and low-income individuals from diverse cultures and backgrounds; comfortable working in conflict situations and being out of the office in neighborhoods throughout DC including evening hours; commitment to affordable housing, social justice and community education; and fluency in Spanish a plus! Other language skills appreciated. Successful candidates should have daily access to a car or other transportation to travel throughout the city; and the ability to work flexible hours that require evening meetings at least four days a week.

- **FORECLOSURE PREVENTION COUNSELOR** (\$42,000-\$58,000)
The Foreclosure Prevention Counselor supports homeowners who are possibly delinquent in their mortgage with a clearer understanding of options to prevent foreclosure and in taking the appropriate actions. The counselor will assist homeowners in preparing documentation to support a variety of loss mitigation options. Counselors attend judicial hearings and mediations as well as act as an intermediary between the borrower and the lender to support the homeowner. Counselors will provide one-on-one counseling and group training. Special skills include: A minimum of four years of combined education/ professional experience related to real estate, finance, housing counseling or related field, ability to motivate individuals who are facing a crisis, negotiation skills, patience and a good sense of humor.
- **IT SUPPORT SPECIALIST** (\$40,000-\$50,000)
Provide support to the HCS MIS Manager in managing hardware and software environments. Troubleshoot hardware issues for staff, update software, set-up new equipment, and support data entry. Special Skills: A minimum of 4 years of combined education/professional experience related to the position, attention to detail, ability to trouble-shoot.

ALL POSITION REQUIREMENTS:

- Ability to work independently and as a team player exercising mature judgment;
- Highly motivated self-starter with an ability to multi-task and meet deadlines;
- Must have excellent problem solving skills and able to develop innovative solutions;
- Experience providing supportive services to at-risk populations;
- Ability to respond to multiple needs with patience and diligence;
- Must demonstrate the ability to communicate with a variety of professionals including bankers, realtors, contractors, landlords;
- Must maintain and execute confidential information;
- Strong oral and written communication skills as well as excellent computer skills;
- Ability to translate technical information into layman's terms;
- Sensitivity to the needs within the community and to individual clients.

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