REPORTS TO: Assistant Director of Community Training

POSITION SUMMARY:
One of CHN Housing Partners’ primary goals is to help all CHN clients reach housing stability. The Homeownership and Financial Counselor will be an integral part of the Community Resource Center (CRC) and will work with other CRC staff to ensure this goal is reached.

CHN provides homeownership and financial counseling services in the following areas; home buying, foreclosure prevention and/or general financial capabilities. The counselor will have the opportunity to work with other CHN staff and department to ensure clients receive access to all of CHN’s services.

Approximately 25% of CHN’s residents participate in the Housing Choice Voucher Program. This position would provide counseling services primarily to those residents.

CHN has also taken on several financial savings initiatives in recent months; this position would provide coordination for those initiatives, as well as outreach and follow-up duties.

RESPONSIBILITIES:
- Meet Individually with clients to:
  - Create a sustainable spending plan, based on current income and expenses
  - Review credit reports and provide guidance around credit repair
  - Determine eligibility for income and household support programs
  - Review short- and long-term goals and create a work plan with steps to reach each goal
- Provide consistent and timely follow-up to residents in alignment with funder guidelines
- Coordinate the Community Resource Center’s Savings initiatives (including; some marketing/outreach, consistent follow-up, with residents, facilitating events, etc)
- Enter client-level data into client management systems including, but not limited to: Counselor Max, Salesforce, and Homekeeper. Ensure data is accurate, entered in a timely manner, and meets all funder guidelines. Similarly, ensure all physical files meet funder guidelines and are maintained appropriately.
- Obtain and maintain Homeownership Counseling certification. If not already certified, must acquire within 18 months of hire.
- Identify and attend outreach events to expand our work in the communities in which our clients live; facilitate group education on-site and at partner organizations

Qualifications:
- 4 year degree or 3+ years of housing counseling experience/work of similar field.
- Good interpersonal communication skills
- Solid written and verbal communication skills
- Comfortable learning and adapting to CHN’s databases
- Proficient with Microsoft Office; including Word and Excel

If you are interested and meet the outlined qualifications, you can apply for this position by emailing your resume and cover letter to SDurma@chnhousingpartners.org or via mail to Cleveland Housing Network, 2999 Payne Avenue, Human Resources Cleveland, OH 44114
M/F/V/D/EOE