



# Job Announcement

Posted: 12/7/2021

## *Housing Counselor-(Bilingual)*

*ACCESS is an energetic, diverse, and compassionate team that creates positive change in the community every day. If you are dedicated, hardworking and have a passion for helping others, ACCESS is the place for you!*

<b>Job Title:</b>	Housing Counselor-(Bilingual) (Exempt)
<b>Job Hours:</b>	Full Time (40 Hours)
<b>Salary:</b>	\$19.75 to \$23.25 DOE + \$2.00 per hour bilingual differential
<b>Benefits:</b>	Health, Dental, RX, Vision, FSA, Vacation, Sick, Holidays, 403B Plan

### **Position Summary**

This position is responsible for providing information and guidance to individuals that will enable them to meet their housing goals. Housing Counselors must be solutions oriented and problem solvers who are understanding and non-judgmental. The Housing Counselor provides comprehensive individual pre-purchase counseling, foreclosure counseling, financial capabilities coaching, Individual Development Accounts, homebuyer education, and group education services. This position will market programs and perform outreach to local realtors, lenders, mortgage industry professionals.

### **Position Duties & Responsibilities**

- Conduct interviews with participants both individually and in groups to compile information, analyze and evaluate their housing situation. Offer guidance and support to participants. Provide information about complex issues and services in a way that is easy to understand and reduces stress for individuals facing difficult situations. Review homeowner's current financial situation, including income, expenses, budget and credit.
- Work with participants to develop a plan of action that best fits the participants housing needs.
- Input accurate information in a timely manner into the established database as necessary to comply with various funding sources for programs administered.
- Coordinate with other agency departments and/or other agencies to provide both internal and external referrals for programs/services in the community to ensure maximum service to participants. Perform outreach, and provide education to local realtors, lenders, mortgage industry professionals about ACCESS' homeownership services.
- Answers phones and schedules appointments when necessary and in a timely manner leaving room for walk-ins to assist participants in emergency situations.
- Assemble and maintain participant files and reference materials. Review participant documents, scan and upload, and process applications.
- Assist the Program Supervisor in meeting deadlines and adhering to the applicable program compliance requirements.
- Assist the Program Supervisor in compiling and submitting reports in compliance with funding guidelines.
- Plan, coordinate, instruct and monitor on-site and off-site educational classes or workshops for participants and mortgage and real estate professionals working with participants who wish to access our services.
- Assist in development of other educational workshops that help to build skills for the participants we serve at ACCESS.

## **Position Requirements**

- Belief in ACCESS' mission to help people help themselves.
- Minimum of 2-year direct client contact and/or customer service experience.
- Certified Housing Counselor, or ability to be certified within 6-9 months of hire.
- Bilingual in Spanish and English.
- Ability to conduct and carry out educational workshops related to the programs offered and meet one on one with participants.
- Demonstrated ability to work effectively with customers and co-workers, sustain participant and interdepartmental confidentiality.
- Ability to maintain sustained concentration with attention to detail.
- Excellent computer skills and proficiency in software programs including but not limited to Microsoft Office products and web-based applications.
- Excellent record keeping, organizational, and communication skills.
- Valid Oregon driver's license with record that is acceptable under ACCESS' insurance policies.

**Apply by Sending Application, Cover Letter & Resume To**  
ACCESS Attn: Human Resources; 3630 Aviation Way, Medford, OR 97504  
OR Email [hr@accesshelps.org](mailto:hr@accesshelps.org)  
Visit [www.accesshelps.org](http://www.accesshelps.org) for more information.

