



STRONGER COMMUNITIES. STRONGER AMERICA.

POSITION ANNOUNCEMENT

POSITION: Lead Housing Counselor

OPEN: Immediately

LOCATION: Phoenix, Arizona

CLOSE: Until filled

CONTACT: Lot Diaz, Vice President, Housing and Financial Empowerment

SALARY: Commensurate with experience

BACKGROUND

UnidosUS, previously known as NCLR (National Council of La Raza), is the nation's largest Hispanic civil rights and advocacy organization. Through its unique combination of expert research, advocacy, programs, and an Affiliate Network of nearly 300 community-based organizations across the United States and Puerto Rico, UnidosUS simultaneously challenges the social, economic, and political barriers that affect Latinos at the national and local levels. For more than 50 years, UnidosUS has united communities and different groups seeking common ground through collaboration, and that share a desire to make our community stronger. For more information on UnidosUS, visit www.unidosus.org or follow us on Facebook, Instagram, and Twitter.

SUMMARY

UnidosUS's Housing and Financial Empowerment component seeks a Lead Housing Counselor for a unique call center model that uses a network of community-based counselors as its workforce by leveraging telephonic and web-based systems to create a seamless connection for people accessing services. This person will be focused on both counseling and supporting community-based organizations that are integrated into our model. The Housing Counselor has the confidence and skillfulness to assist partner organizations in learning and implementing our counseling models to the high-quality standards expected by our funders. Equally important, she/he is a collaborator, a forward-thinking individual and committed to continuous quality improvement. This individual will help ensure a high level of communication between the call center and partner agencies is maintained and that expected service levels are met or exceeded. They will provide counseling for programs in the pilot stage, and as growth is achieved, they will be asked to lead call center based programs in the housing and/or financial coaching space as partners look to achieve quality and volume expectations outlined.

The mission of the UnidosUS Housing and Financial Empowerment component is to increase the wealth of Latino communities and families through community-based programs. A primary

vehicle for achieving this goal is the UnidosUS's Wealth and Housing Alliance, UnidosUS's largest wealth-building program. The network consists of 50 community-based organizations that receive grant funding through UnidosUS's HUD intermediary status and other sources to provide financial and homeownership counseling to Latino communities in 27 states across the country. Network organizations collaborate with financial institutions, government entities, and other community institutions to increase Hispanic homeownership and other asset-building opportunities.

The Lead Housing Counselor will report to the Vice President, HFE. This position is based Phoenix, AZ.

RESPONSIBILITIES

- Discuss client goals, review their budget and credit to assess customers' housing and/or overall financial health. Establish a coaching and action plan that includes community resources and actionable, measurable steps aimed at achieving of goals.
- Liaise with lenders, financial institutions and otherwise community resources as needed to help advocate for a positive resolution to a client's housing and/or financial issues identified in the assessment stage.
- Participate in the development and implementation of goals, work plans, performance measures, and continuous improvement of service delivery to assist in attaining the NCC and program funder initiatives and goals, organizational core strategies, and mission through a spirit of service, teamwork, and respect.
- Specific program assignments: In addition to the general responsibilities outlined above, with growth of specific programs Housing Counselors will shift to program leads undertaking specific responsibilities and other related duties, not limited to but including assisting with reporting, technical assistance, coaching, and quality assurance requirements for network counselors participating in UCC programs under the lead's purview.
- Perform related duties as assigned.

QUALIFICATIONS

- Associate Degree or equivalent in education and experience.
- Three to five years of housing and/or financial counseling experience.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Excellent verbal and written communication skills in both Spanish and English are required.
- Proven ability to handle multiple projects and meet deadlines.
- Strong interpersonal skills.
- Ability to understand and follow written and verbal instructions.
- Ability to deal effectively with a diversity of individuals at all organizational levels.

- Commitment to excellence and high standards.
- Ability to work independently and as a member of various teams.
- Acute attention to detail.
- Creative, flexible, and innovative team player.
- Demonstrated ability to plan and organize projects.

Please note: Only those applicants who submit a cover letter and a résumé will be considered for this opportunity. Please include “Lead Housing Counselor” in the subject line.

SEND COVER LETTER AND RÉSUMÉ TO:

UnidosUS
Raul Yzaguirre Building
Attn: Lot Diaz
1126 16th Street, NW, Suite 600
Washington, DC 20036-4845
hrmail@unidosus.org
No phone calls please!

EQUAL OPPORTUNITY EMPLOYER. All qualified applicants will receive consideration without regard to race, color, national origin, marital status, religion, gender, age, disability, sexual orientation, gender identity or expression, personal appearance, family responsibilities, political affiliation, or enrollment in a college, university, technical school, or adult education.