



# Financial Literacy & Housing Counseling Specialist

**About the NDC:** Codman Square Neighborhood Development Corporation is a grassroots community organization committed to developing affordable housing and fighting for racial and economic justice by building community power, especially of low- and moderate-income communities of color in Dorchester. Through developing resident leadership, organizing in the community, promoting economic mobility services, and advocating for local environmental justice, we build collective resident power to effect systemic change and transform society. As part of our team, you would be working with a diverse group of caring and hard-working people, doing meaningful work in our local community. Come join us!

**About the Economic Development Line of Business:** The Economic Development Line of Business includes key service and program functions that help Codman Square NDC support our community's vision for a stable and economically vibrant business district, abundant employment and business development opportunities for community residents, a well-prepared workforce, and the steady creation of assets and wealth among residents that lead to positive economic mobility.

**About the Position:** Financial Literacy & Housing Counseling Specialist (FLHCS) is a key member of our team and a vital part of our ability to deliver programs and services that allow homeowners to safeguard their assets and help residents build assets. The FLHCS's goal is to provide organized opportunities to residents of the NDC's service area to acquire the critical skills, knowledge, and confidence to manage money wisely. The FLHCS is a key staff member with regards to our range of financial education services as well foreclosure prevention/housing counseling activities. With additional support from other department staff, the FLHCS identifies, designs, delivers, and documents our activities and accomplishments in this area, providing a systemic approach that assures the quality of our work. As a member of the Economic Development Team, the FLHCS also provides reciprocal support to fellow team members in related departmental areas, including - homeownership promotion, job readiness, case management and small business development.

## Core Responsibilities:

1. Provide coaching and support to tenants and homeowners at risk of default to include:
  - Financial assessment to identify cause(s) of delinquency/financial risk.

- Review options to cure delinquency/financial risk and stabilize financial situation.
  - Provide guidance on creation and tracking of an action plan.
  - Develop a personal budget.
2. Manage communication with clients based on program policies and procedures, ensuring productive client interface, workflow, and documentation until status is resolved.
  3. Assume a role in coordination and delivery of financial education and coaching, provide housing and foreclosure prevention counseling, and provide support to related complementary departmental programs.
  4. Review, with Department Director, quarterly performance goals and outcomes based on departmental workplan and funding opportunities.
  5. Develop and implement marketing and outreach plan to deliver financial education, financial coaching, and foreclosure intervention services to target areas and potential clients.
  6. Maintain the highest level of confidentiality and security for all participants information to protect client privacy.
  7. Perform timely and proper data entry, using CounselorMax or appropriate database management software to produce accurate outcome reports.
  8. Ensure that all client files (paper and electronic) are kept in accordance with national industry standards as required by funding partners and program protocols.
  9. Participate in external and internal meetings and, as appropriate, act as lead staff contact/liaison for our financial education/coaching and foreclosure prevention services.
  10. Provide leadership and support, as appropriate, to ensure quality documentation related to grant proposal and funder report production.
  11. On-going training for certification renewals required.
  12. Some limited out-of-state travel may be required.
  13. Perform other program-specific or department-related duties as assigned.

### **Qualifications/Skills:**

The ideal candidate for this position will demonstrate the following qualifications, skills, and/or traits:

1. Associates degree or higher in human services, community development, finance, or related field with 1-2 years' experience in financial and housing counseling or 2-4 years' proven experience in such counseling.
2. Housing counseling, foreclosure prevention and financial coaching experience required.
3. HUD housing counseling certified or must obtain certification within 6 months of hiring.
4. Experience working in a non-profit agency setting ideal.
5. Ability to work a flexible schedule, including some evening and weekend hours, as required by program outreach and service activities.

6. Proficiency with Microsoft Office Suite, as well as experience with data management and reporting systems.
7. Strong written and verbal communication skills, including previous experience with public speaking and coaching, and customer service.
8. Strong administrative skills with keen attention to detail, and demonstrated ability for planning, time management, multi-tasking, and troubleshooting.
9. Ability to use good judgement and achieve outstanding service protocols while meeting program and agency protocols and policies.
10. Self-motivated quick learner with an ability to work effectively and efficiently both alone and as part of a team.
11. Experience collaborating with staff and constituents of varied socio-economic backgrounds, including Haitian Creole and/or Spanish language populations.

**Reporting Structure:** This position reports to the Director of Economic Development

**Salary:** The salary range for this position is \$60,000 to \$65,000, actual salary will reflect experience and qualifications. Benefits include paid holidays, vacation time, and sick/personal time; and employer-subsidized health insurance.

**The Selection Process:** Please send cover letter and resume to: Keyna Samuel, Director of Economic Development, [keyna@csndc.com](mailto:keyna@csndc.com), no later than 4/26/2024.

***Codman Square Neighborhood Development Corporation is an equal opportunity employer. Local residents, bilingual/multilingual, people of color and women and members of the LGBTQ+ community are encouraged to apply.***