



Position Description

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| Position Title: | Housing Counselor | Department: | HCV |
| Reports to: | Housing Coordinator | Approved By: | Sarah Smith |
| FLSA Status: | Non-Exempt | Approved Date: | July 25, 2022 |

Summary

The primary purpose of the role is to develop and implement the comprehensive Housing Search Assistance Program under the general guidance of the Chief Operating Officer. The primary goal of the Housing Search Assistance Program is to reach beneficiaries of housing assistance while they are still waiting to receive the assistance and assess their circumstances to identify and rectify barriers which may prevent successful utilization of the housing assistance. The Housing Counselor will conduct client intake and case management. The client intake and assessment process will be used to determine the level of support clients will need to succeed in private housing. Appropriate assessment is essential since the need for assistance far exceeds available resources. The incumbent will be well versed in housing options. The housing counselor must be solutions oriented, a problem solver who is understanding and non-judgmental. They are the consumer’s advocate and to better serve the consumer must build relationships with Landlords and community service agencies so that they are able to advocate successfully on behalf of the consumers.

All activities must support the Fort Wayne Housing Authority (“FWHA” or “Authority”) mission, strategic goals, and objectives.

This position is a grant funded position.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Provide professional housing counseling to prospective low to moderate income individuals and families within the City of Fort Wayne; Assist, counsel, and support the clients in their housing search efforts and by reaching them early in the process to ensure sufficient time is available to address potential barriers.
- Provide one-on-one counseling to clients seeking housing assistance; Complete a Housing Assessment and Individual Service Plan (ISP).
- Review clients’ documentation to determine housing needs.
- Create, maintain, and update client files on a regular basis.
- Prepare action plans and follow-up with client in a timely manner.
- Participate in applicant intake and pre-qualification process.



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- Comply with state and federal regulations as well as FWHA and HUD policies and procedures.
- Ability to balance empathy with efficiency to ensure that clients' needs and FWHA's goals are met.
- Monitor and report progress of housing counseling activities to the leadership team.
- Prepare, analyze, and report data and information in a clear, precise and objective manner.
- In accordance with grant requirements, assists with quarterly and annual reporting to appropriate parties.
- Perform administrative tasks required to ensure compliance with all grant requirements.
- Participate in local area community outreach (i.e. presentation, fairs etc.); Communicate with partnering agencies to ensure this program is available to all community members who may qualify.
- Establish and maintain collaborative, productive, and effective working relationships with various levels of leadership, staff, landlords, residents, community members and external organizations.
- Develops referral sources by building/maintaining relationships with landlords and community partners.
- Creates a sense of belonging with team member, client, and community member interactions.
- Listens for understanding and connection.
- Dedicated to work directly with a diverse population.
- Actively supports our agency's commitment to diversity, equity, inclusion and belonging.
- Continuously is learning about the latest in the industry and future opportunities.
- Promote FWHA brand awareness by adhering to FWHA brand standards and ensure that any communication regarding the public value of affordable housing programs offered by FWHA also addresses the many other public values served (fair housing, economic development, welfare-to-work, etc.)
- Perform other duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority; uses appropriate judgment & decision making in accordance with level of responsibility.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback.



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Operates from a learning/growth mindset and actively seeks developmental feedback. Successfully applies feedback from internal and external stakeholders for continued personal and professional growth and the good of the Authority.

Commitment: Sets high standards of performance; pursues professional goals and works smart to achieve them; strives for results and success; motivates self and others for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition with determination and diplomacy.

Professional Behavior: Exhibits positive, polite, courteous, honest, and conscientious behavior with all internal/external clients. Accepts responsibility for actions and adjusts behavior as appropriate.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness and professional integrity; holds oneself personally responsible for one's own work; and does fair share of work and contributes to the overall success of the organization.

Reliability & Judgment: Incumbent demonstrates sound reasoning and critical thinking by making decisions in line with established Agency expectations. Performs work in a reliable manner that is both accurate and timely, balancing multiple projects and competing priorities effectively.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and receives feedback appropriately; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Education and/or Experience

- Bachelor's degree: Business Administration, Public Administration, Social Work, Psychology, Sociology, Counseling or related field from an accredited college or university
- Minimum 6 months of experience in providing housing counseling services
- An equivalent combination of education and experience may be considered.
- Must possess a valid state driver's license and be insurable under the Authority's plan.

Technical Skills



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To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Read and Acknowledged



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Disclaimer: *This job description is not intended to be all-inclusive; an employee will also perform other reasonably related job responsibilities as assigned by immediate supervisor and other management as required. FWHA reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Management reserves the right to change job descriptions, job duties, functions, and requirements.*

Employee Signature

Date

Employee Name [printed]

Supervisor Signature

Date

Supervisor Name [printed]