



Position Title: HCEC Resource Specialist **Department:** HCEC/Housing Counseling
Reports To: HCEC Supervisor **Location:** Brockton
Date: Summer/2024 Non-Exempt
Salary Range: \$45,000 - \$50,000

MISSION

Health and well-being start with having a safe and affordable home in a stable and opportunity-rich community. We promote these conditions by developing housing, by providing housing resources and education in collaboration with our partners in the public and private sectors.

SUMMARY

Massachusetts Housing Consumer Education Centers (HCEC's) are a resource center for residents with any type of housing related needs. Under the direct supervision of the HCEC Supervisor, the HCEC Resource Specialist is responsible for conducting intake, assessment and guidance to resources for individuals and families seeking assistance at NeighborWorks Housing Solutions to prevent homelessness, maintain their current housing, seek new housing, purchase a home, and grow their financial future. The HCEC Resource Specialist will also assist in conducting workshops via online and in person workshops to promote housing education and access to resources. This position requires the use of independent judgment and decision-making skills as well as active collaboration with external partners. The position requires the flexibility to travel between various locations to meet the needs of our communities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Meet individually with clients in person and via electronic communications to provide education, guidance and referrals.
- Assess and define client need to make appropriate referrals to the correct internal and external programs.
- Maintain contact with clients and update their files accordingly with accurate notes.
- Assist clients as needed with housing applications, resources and other supportive functions.
- Build relationships with community agencies and develop additional external partnerships with the support of the HCEC Supervisor.
- Present information about housing resources to community groups.
- Maintain up to date information on community resources.
- Comply with all requirements of state and federal contracts and agreements.
- Maintain accurate and timely client files via our internal client management system.

Other Duties: Please note this job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

QUALIFICATIONS AND CERTIFICATIONS

- Ability to work as part of a team and willingness to collaborate professionally with internal and external departments to drive client success.
- Knowledge of relevant state, federal and local programs and resources.
- Ability to complete and maintain client records for each interaction to ensure compliance with program standards.
- Proficiency in Microsoft programs and the ability to effectively operate standard office equipment.
- Preferred bi-lingual skills, as we serve a diverse community with many language needs.
- Previous experience in the housing, financial, social services or real estate industry.
- Ability to communicate effectively both orally and in writing in a timely and concise manner.
- Ability to effectively communicate and work with individuals from diverse socio-economic backgrounds.
- Demonstrated ability in organizing time and prioritizing workload.
- Knowledge of Microsoft Office products; Excel, Word, Outlook.
- Valid driver's license, or the ability to travel between offices and to off-site events independently.

PHYSICAL DEMANDS/WORKING CONDITIONS

Requires prolonged sitting, some bending, stooping, and stretching. Requires ability to regularly lift up to 25 pounds. Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, and other office equipment. Work mainly is performed in an office environment.

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

EQUAL EMPLOYMENT OPPORTUNITY POLICY

NeighborWorks Housing Solutions is proud to be an equal opportunity workplace and is an affirmative action employer. At NeighborWorks Housing Solutions we provide equal employment opportunities to all employees and applicants for employment and prohibit discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. We celebrate diversity and are committed to creating an inclusive environment for all employees. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

I acknowledge that I have read and understand the above job description in its entirety and I am able to perform the essential functions as outlined.

Employee

Date