



## **Job Announcement: Housing Counselor**

### **About the Organization**

The Allston Brighton Community Development Corporation (ABCDC) has served the Allston Brighton Neighborhoods of Boston since 1980. Since its inception, ABCDC has led initiatives that create affordable homes, foster community leadership, enhance and protect open spaces, and offer steps to increase income and assets, so that residents can call Allston Brighton home for the long-term.

ABCDC builds a stronger, more stable community by representing and supporting the expressed interests, positive engagement and leadership of Allston Brighton's diverse local communities, institutions, individuals, and families of all incomes. Today, Allston Brighton Community Development Corporation addresses critical changes in our community, focuses our role as a catalyst for stability and positions ourselves to create healthy communities and new opportunities for people of all incomes to engage as civic leaders and improve their lives. We are dedicated to supporting neighborhood growth that retains a diverse socio-economic population, becoming more stable with stakeholders who actively participate in ensuring its well-being. We are expanding resident participation in civic engagement around safe, healthy communities. In collaboration with our community, we engage with institutional and government partners to address community-identified and community-driven needs and goals.

### **Position Overview**

Allston Brighton CDC (ABCDC) seeks a housing counselor to join its Homeownership & Counseling Programs. Housing counselors are critical to ABCDC's mission of helping low- and moderate-income residents achieve greater financial stability and long-term upward economic mobility.

**Allston Brighton CDC**  
18R Shepard Street #100  
Brighton, MA 02135  
617-787-3874  
[contact@allstonbrightoncdc.org](mailto:contact@allstonbrightoncdc.org)



The ideal candidate has proven experience and enjoys coaching/teaching in both group and one-on-one settings. Strong candidates will bring curiosity, flexibility, cultural competence, and a desire to adaptively learn in a fast-paced, dynamic environment. This person is equally comfortable with working independently and in the context of a team. Strong communication is a must. The position requires:

- Analytical thinking and creative problem solving;
- High level of attention to detail and self-motivation;
- Familiarity with and/or ability to familiarize oneself with various software applications and technologies including but not exclusive to Salesforce, Zoom, FormAssembly, Microsoft Office, HomeKeeper, Microsoft SharePoint, Microsoft Teams, etc.
- Ability to clearly and professionally communicate both orally and in writing.

ABCDC increasingly connects with our constituent communities with in-person outreach, classes, and workshops. Therefore, it is a priority for candidates to be able to work in-person and assist the Homeownership and Counseling Manager (H&C Manager) with community outreach efforts. There will be flexibility to remote work on a limited basis.

The Housing Counselor will report directly to the H&C Manager and work 40 hours. This will include standard office hours (9am to 5pm) adjusted to accommodate monthly class and workshop hours in the evening and, occasionally, during weekends. ABCDC is seeking to hire a Housing Counselor who is fluent in both Spanish and English and will be able to present, coach, and counsel in both languages. The candidate hired must either be HUD Counselor Certified or commit to being HUD Counselor certified within six weeks of hire.

## **Responsibilities**

### **Duties:**

- Schedule and coordinate workshops and training sessions both in English and Spanish.
- Co-facilitate homeownership workshops and classes in virtual and in-person classroom settings.
- Collect, input, maintain, and protect specific information from clients utilizing only HUD and agency approved client management systems (HomeKeeper and Salesforce).
- Maintain organized client files by following agency program manuals and checklists.
- Maintain the highest level of confidentiality and security for all participant private information by following specific protocols to keep scanned documents, electronic files and physical files confidential, private, and secure.
- Update and help to report accurate data for the purpose of ensuring data integrity and the submission of periodic reports to funders and governing organizations.
- Update and create curriculum as-needed.

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- Provide 1:1 housing counseling to Homebuying 101 graduates in a timely manner.
- Complete formal intake needs assessments for new counseling clients and co-create a written “Action Plan” identifying goals and barriers; participant readiness in the process; and creating reasonable completion timetable(s).
- Monitor “active,” open client files with timely follow-up in accordance with their Action Plan.
- Remain current in trends effecting counselling & training efforts.
- Collaborate with Resident Services staff to provide housing and financial counseling to residents living in the ABCDC portfolio.
- This position will report directly to the Homeownership and Counseling (H&C) Manager
- Utilize HomeKeeper and Salesforce as both case management and evaluation tools.
- Track daily time and activities for quarterly HUD reports.
- Produce monthly reports using Stripe and Framework platforms.
- Maintain data entry and administer surveys.

### **Required Qualifications**

- Associate's degree in Human Services or related field or equivalent. B.S/B.A. preferred.
- HUD Housing Counseling certification either at hire or within 6 weeks of hire.
- Minimum 2 years applicable experience in social services case management and/or knowledge of housing including landlord/tenant rights and responsibilities and homeownership experience.
- High degree of comfort and proven skills using computers.
- Ability and willingness to work regular evening hours.
- Fluency in Spanish and English.

### **Preferred Qualifications**

- Outstanding attention to detail and the ability to work individually and as a part of a team.
- Excellent communication skills, both written and verbal.
- Experiencing working with Salesforce, HomeKeeper or similar CRM/database applications.
- Experience working with Microsoft 365 and Sharepoint.
- Knowledge of subsidized housing programs available to low- and moderate-income households and individuals.
- Demonstrated ability to work with low- and moderate-income (LMI) individuals and families and racially and culturally diverse communities.
- Knowledge of the Boston-area social service delivery network, particularly for LMI households.
- Skill managing multiple priorities in a fast-paced environment.
- Knowledge of relevant state, federal and local resources and agencies.
- Previous housing counseling experience and/or real estate industry is helpful.

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## **The Application Process**

Please submit a resume and a cover letter documenting experience and interest in this position to: John Woods, Executive Director, Allston Brighton CDC, 18R Shepard Street, Suite 100, Brighton, MA 02135 at [woods@allstonbrightoncdc.org](mailto:woods@allstonbrightoncdc.org).

Applications will be reviewed and acknowledged as they are received. Allston Brighton CDC seeks to fill this position by March or April of 2025 if not sooner.

Allston Brighton CDC offers competitive pay (\$25-\$28.75/hr, based on a 40 hour work week) commensurate with experience and qualifications, plus generous benefits.

***ABCDC seeks a diverse pool of candidates. ABCDC is committed to a policy of equal employment opportunity without regard to race, color, national origin, religion, disability, gender, gender identity, sexual orientation or age. People of color and Allston Brighton residents are strongly encouraged to apply for this position.***

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