

NEWVUE COMMUNITIES HOUSING COUNSELOR

NewVue Communities (NewVue) seeks an energetic and passionate Housing Counselor to join our team and help households across North Central Massachusetts to build and maintain financial assets.

About NewVue

NewVue is the only community development corporation in North Central Massachusetts and has been serving residents in 22 communities, from Athol to Harvard, for over forty years. Through our four program lines-- housing and financial services, community organizing, small business assistance, and real estate development—we work with community members of diverse incomes and backgrounds to develop quality housing, create economic opportunities, and foster civic engagement. With offices in downtown Fitchburg, and a staff of fourteen, we are a chartered member of the national NeighborWorks America network, a lead partner in Fitchburg's ReImagine North of Main initiative, and a member of the Massachusetts Homeownership Collaborative run by Citizens' Housing and Planning Association.

This past year the housing and financial services department graduated 287 households from our First-Time Homebuying class, of which 127 households bought their first home. We also financially coached 90 individuals of which 44 made measurable progress towards reaching their personal financial goals. Lastly, in response to the pandemic the agency launched a new eviction prevention program which thus far has helped 78 families retain their tenancies.

About the Position

The Housing Counselor will work under the supervision of the Housing and Financial Services Manager. Their primary responsibilities will be to deliver eviction prevention and foreclosure prevention counseling however they may be assigned other duties including financial coaching, first time homebuyer education, and pre/post-purchase counseling as needed. They will maintain client files, schedule appointments, prepare documents, and enter data as required. This position will require the applicant to received HUD Housing Counselor certification within 6 months of employment, for which the agency will provide training. During the training period the candidate will assist the department with data entry, customer service, and other administrative tasks as needed. This position is currently fully remote but will likely transition to a hybrid schedule later in the year.

Responsibilities include:

- Meet with clients to provide one-on-one housing counseling on topics including eviction prevention, foreclosure, pre-purchase, post purchase, and financial literacy.
- Coordinate and deliver group education workshops on the above-mentioned topics.
- Provide customer service, including triaging, to clients and potential clients.
- Conduct outreach and recruitment for housing and financial services programs.
- Utilize agency client management system to maintain client files in accordance with all laws and governing organizations.

- Prepare and provide relevant data for internal and external reporting required by funders and other stakeholders
- Build relationships with lenders, realtors, service providers and other professionals in the field.
- Remain current on regulations, industry best practices, and housing market conditions.

Our Ideal Candidate

Our ideal candidate will be a dedicated and self-motivated individual who has many of the following skills and experiences:

- Minimum of 2 years working in the financial industry, housing counseling, adult education, or related field.
- Associate's or bachelor's degree preferred.
- Currently holds HUD Housing Counselor Certification or willing to become certified within 6 months of employment.
- Excellent interpersonal skills and the ability to work effectively in both individual and group settings, including collaboratively as part of a small staff team.
- Demonstrated project management skills, including managing and prioritizing multiple tasks.
- Capacity to adapt amidst agency growth and program development.
- Experience maintaining timely, consistent, and accurate records and data files.
- Strong knowledge of computer software, including Microsoft Word, Excel, and Power Point. Experience with CounselorMax and/or Sales Force is a plus.
- Ability to work some evening and weekend hours.
- Bilingual in English and another language is a plus.

The Selection Process

Please submit a resume and cover letter to jobs@nvcomm.org. No letters or phone calls please.

NewVue Communities offers a competitive salary and benefits package.

NewVue Communities is an equal opportunity employer and is committed to building a diverse staff. Candidates of color, LGBTQ individuals, people with disabilities, members of ethnic minorities, foreign-born residents, and veterans are encouraged to apply.