



Director, Homebuyer Education & Counseling

Type of position: Full-Time/Exempt

Reports to: CEO

Supervises: Housing counselors (FTE=1.5)

Certification: HUD Certification*

*Must meet HUD requirements to be a certified housing counselor. HUD is currently revising the certification exam. Maintaining certification with HUD (and our funders/governments) is a condition of employment.

Language(s): English (proficient)
Spanish (proficient) preferred but not required.

Overview: Manna's program to prepare first-time homebuyers has been in existence for 25 years. Manna pioneered the Homebuyer Club model of providing educational services; a model that has been replicated over 200 times across the country. Manna's programs currently have 300 households enrolled. The program is well known and respected throughout the Nation's Capital.

The Director of Homebuyer Education & Counseling is responsible for providing the leadership, direction, and the facilitation of the homebuyer education and credit counseling programs within the prescribed budget. The Director is responsible for monitoring the progress of program participants and planning/modifying the curriculum as needed. The Director represents the public image of Manna's services. The Director coordinates one-on-one counseling; facilitates monthly meetings of each chapter; recruits and trains volunteers; speaks at public functions and coordinates events and tabling opportunities. The Director supervises subordinate staff and maintains program data.

Duties

1. Program Management & Promotion

a. Supervision:

- i. Supervise department staff and volunteers; writes and reviews employee evaluations; See that staff maintain HUD certification and other certification required by other funders;
- ii. Supervises the execution of the programs and affirmative marketing plans including administrative aspects: notations in files (case notes), program planning and promotion/publicity;
- iii. Maintain departmental records and case files in accordance with DC and federal law and funders.

b. Existing Program

- i. Develop curriculum and topics of homebuyer education for monthly chapter meetings;
 - ii. Schedule speakers as appropriate;
 - iii. Attend and share in leading chapter meetings;
 - iv. See that reminders are sent (email) to program participant.
- c. Program Promotion
 - i. Promotion and marketing of Manna programs;
 - ii. Speak at organizations, clubs, partners;
 - iii. Attend training, workshops, partner/funder meetings (including DC-DHCD) as needed.
- d. Manage department expenses within budget.
- e. Attend weekly meetings of senior staff.
- f. Program Development:
 - i. offer recommendations to executive staff regarding modifications to existing programs which strengthen program goals, or
 - ii. for the addition of new programs.

2. Case Management

- a. See that in-take interviews are conducted with new participants and assign to services (and counselor) appropriate to their needs;
- b. See that thorough and complete documentation is entered in database in a timely manner to provide for effective on-going case management;
- c. See that an action plan is written for each program participant;
- d. Manage a portfolio of program participants.

3. Reporting Requirements

- a. Comply with reporting needs of all funders as well as the DC Government and HUD [Federal Government];
- b. Prepare monthly report for submission to the Board of Directors;
- c. Provide other departments with information as needed for funding, branding or research needs

Requirements

1. Strong, exemplary case management skills.
2. HUD certified housing counselor.
3. Experience with low and moderate income households.

4. Three or more years' experience as a housing counselor (preferred)
5. Proficient in Microsoft Word, Excel and Outlook email and calendar.
6. Proficient in using case management software (HCO and/or RX Office preferred).
7. Knowledge of best practices in homebuyer education and credit counseling including affirmative marketing plans and tactics.
8. Familiar with home purchase process and mortgage process.

Skills

1. Highly organized and meticulous to details
2. Able to manage multiple projects and timelines
3. Ability to teach and lead adults
4. Ability to provide one on one counseling
5. Ability to motivate adults which includes:
 - a. communicating and relating well with people
 - b. inspiring confidence
 - c. demonstrating a passion for the programs' mission
 - d. being a team player with organizational staff

Hours:

Typical hours are 9:00 am to 5:30 pm; plus evening chapter meetings, public speaking events and tabling opportunities including some weekends.

To apply send cover letter and resume to bwinston@mannadc.org