

## **Certified HUD Housing Counselor**

### **Description:**

Manna Inc. is a nonprofit developer of affordable rental and ownership housing, a condominium and homeowner association manager, and a HUD approved housing counseling agency. For the past 40 years, Manna has invested over \$350 million in District of Columbia neighborhoods and have helped over 2,000 low- and moderate-income households become homeowners.

Manna seeks a certified counselor to join its housing counseling team. The successful applicant will be a HUD certified Housing Counselor or have the ability to obtain certification through HUD within 60 days of employment. The Housing Counselor provides education and coaching services in a classroom and one on one setting to discuss topics related to services described above, while managing a continuous client pipeline. Documentation and case management procedures are required as well as best practices in the field of housing counseling.

Due to the nature of the work, being good with following up with clients, being meticulous about entering data, tracking data, and analyzing client data is a crucial component. Those with a background or working knowledge of real estate, the D.C market or housing policies/programs should do well in this position.

### **Responsibilities:**

- Client Case Management, Logging client information into computer database
- Client coaching, one on one counseling and follow ups as motivators/reminders
- Tracking client progress
- Creating (and updating) Action Plans of clients
- Attend Workshop, Tier Classes, 4-8 Hour Trainings
- Provide Workshop presentations
- Provide reporting to supervisors, management and funders as requested
- Provide feedback to Director on existing programs
- Maintain Program Management & Promotion of housing programs and developments
- Assist in website management (updating events & homebuyer education programming changes)

### **Requirements:**

- HUD Certification - Housing Counselor
- NeighborWorks Housing Counselor Certification OR obtained within 60 days of hire
- Bachelor's degree (4-year degree) preferred or equivalent
- Strong case management skills
- Computer savvy (excellent technology proficiently)
- Proficient in Microsoft Word, Excel, Outlook, and Calendar

### **Preferred:**

- 3+ years' experience as a Housing Counselor
- Bilingual (Spanish)
- Experienced with Salesforce software
- Familiar with home purchase process and mortgage process

**Location:**

- Currently, hybrid (office work and teleworking).

**Hours:**

- Full-time schedule
- Hours (9:00 am to 5:00 pm)
- Some Saturdays for teaching webinars and occasional evening hours

**Compensation:** \$47,000.00 - \$55,000.00 per year commensurate with experience, and benefits.

**To apply submit the following:**

- Cover Letter
- Resume
- Send to [MannaHR@Mail.com](mailto:MannaHR@Mail.com)

**Manna Inc. is an equal opportunity employer**