About Lawrence CommunityWorks

Lawrence CommunityWorks, Inc. is a community development corporation that weaves together community planning, organizing, and asset-building efforts with high-quality affordable housing and commercial development to create vibrant neighborhoods and empowered residents. By facilitating conversations and action on community priorities, LCW engages partners and a network of youth and adult residents in opportunities to move themselves and the city of Lawrence forward.

About Asset Building Department

The Asset Building Department provides financial, rental and homeownership strategies with the objective of helping low- and moderate-income residents achieve greater financial stability and long-term upward economic mobility. We accomplish this by delivering services that equip residents with financial knowledge and skills, provide ongoing social and community support, and present an empowering and motivating environment that fosters ongoing personal and community progress and success. The Asset Building Department provides homeownership, match savings, credit building and financial coaching services and programs to help participants improve their financial position, acquire and maintain assets and build wealth over time.

Job Description: Rental Housing Counselor

As part of the LCW Homeownership Center programs, the Rental Counselor provides early intervention housing counseling for at risk tenants who seek to stabilize their housing situation. The Rental Counselor delivers comprehensive and independent counseling, education, information and guidance with the goal of stabilizing the tenancies of individuals and families in Lawrence in order to avoid housing eviction and/or homelessness. The Rental Counselor provides financial assessments and guidance for tenants to help them improve their financial position and connect to available financial assistance and public resources, and/or mediates between landlords and tenants to develop sustainable housing strategies.

Job Responsibilities

- Provide coaching and support to tenants by assistant tenants to stabilize or improve their housing situation, including the development of personal strategies to improve cash flow, savings and credit, reduce debts and to ultimately maintain decent and sustainable housing.
  - Complete a financial needs assessment (cash flow, credit, debts and assets) and develop a written Action Plan; identify goals and barriers, assess participant skills and resources, and develop structured action steps and timelines.
  - Closely monitor and manage case files with timely follow-up in accordance with the stated Action Plan.
Collect and maintain specific information from clients in accordance with all laws and governing organizations (i.e., HUD, Intermediary, etc.) utilizing only the agency approved client management systems.

Maintain the highest level of confidentiality and security for all participant private information in order to protect client privacy.

- Provide mediation between tenants and landlords to assist individuals in obtaining, maintaining and preserving safe, decent and sustainable housing.
- Coordinate with local resource providers and programs to help tenants stabilize their financial emergencies.
- Participate in outreach and recruitment for the Homeownership Center Programs as well as other relevant programs and services offered by the organization.
- Perform classroom tenants rights, fair housing and rental education workshops to tenants, and Landlord Training workshops to landlords, utilizing a variety of interactive techniques.
- Conduct accurate and timely data entry for the purpose of ensuring data integrity and submitting periodic reports.
- Foster partnerships with professionals in all aspects of the rental counseling process.
- Adhere to all program protocols and standards including but not limited to HUD Housing Counseling Program Guidelines, National Housing Counseling and Education Industry Standards and LCW program protocols.

### Qualifications

- **HUD Housing Counselor Certified preferred or, must obtain HUD Housing Counselor Certification within 2 months.**
- Exceptional customer service skills.
- Empathetic, motivational and empowering. Believes in the best self of others.
- Demonstrated ability to build and maintain multi-level relationships and networks – junior and senior, for-profit and nonprofit, and with diverse backgrounds.
- Strong understanding of housing, tenancy, fair housing, and consumer laws and issues.
- Well-organized, able to multitask, work independent and is detailed oriented.
- Analytical, results oriented; strong math skills necessary; sound problem-solving and strategic thinking skills.
- Strong computer skills (MS Office or Google Suite, Email, web/internet video conferencing, Acrobat). Proficient with client management systems and record keeping.
- Basic cash handling.
- Highly dependable, flexible and punctual.
- Excellent interpersonal, verbal and written communications skills.
- Comfortable working both independently and in a team environment.
- Bilingual - Fluent in Spanish and English
- Must have transportation and able to travel occasionally
- Associates Degree or higher.
HUD Housing Counseling Certification:

→ Applicants must pass the HUD Housing Counselor Certification Exam and obtain their Certification within 60 days from date of hire as condition of employment.

https://www.hudexchange.info/programs/housing-counseling/certification/

Compensation and Benefits

This is a full-time salaried position with some evenings and Saturdays required. Some travel is also required.

Salary: commensurate with experience

Benefits: Health, Life, Dental, Retirement, Vacation, Personal, Sick

Please send cover letter and resume to:

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