

JOB DESCRIPTION

Housing Counselor for Homeownership Protection Project

The Greater New Orleans Fair Housing Action Center (GNOFHAC) launched the Homeownership Protection Project in 2006 to accomplish the following primary goals: (1) Ensure fair access to insurance and mortgage lending; (2) Facilitate the re-building of inclusive communities after disaster; (3) Limit mortgage loan default and foreclosure; (4) Limit construction fraud; (5) Educate consumers; and (6) Ensure equal housing opportunity.

The mission of GNOFHAC is to eradicate housing discrimination in the greater New Orleans metropolitan area. GNOFHAC is dedicated to fighting housing discrimination not only because it is illegal, but also because it is a divisive force that perpetuates poverty, segregation, social and economic inequity, ignorance, fear, and hatred.

Title: Housing Counselor

Salary range: \$30,000-50,000

Immediate Supervisor: GNOFHAC's Homeownership Protection Project Director

FLSA Classification: Exempt

Education Requirements: B.A. or at least two years experience in relevant housing counseling field and/or civil rights.

Skill Requirements: Ability to implement goals of the Homeownership Protection Project. Excellent written and oral communication skills. Ability to relate comfortably to individuals of different racial/ethnic, economic and cultural backgrounds. Perform functions related to client services. Maintain record keeping systems of GNOFHAC. Ability to multi-task and timely complete project tasks under pressure. Team player. Conduct and coordinate outreach activities. Computer literacy with a variety of basic office programs, including Mac OS, Microsoft Word, Excel, Outlook and others. Competency in use of basic office technology, including phones, copy machines, fax, emailing, scanners, printers and other. Demonstrated commitment to fair housing and civil rights.

Job Responsibilities: The Housing Counselor is a member of the GNOFHAC staff whose primary responsibility is the implementation of the Homeownership Protection Project. As GNOFHAC staff, the Housing Counselor follows GNOFHAC's mission, goals, office protocols and procedures.

The primary responsibilities of the Housing Counselor are to provide direct counseling services to homeowners and/or potential homeowners in the New Orleans metropolitan area, with a focus on hurricane-impacted homeowners and members of protected classes under the Fair Housing Act. These responsibilities include:

- Conduct new client intakes and accept referrals from coordinating service providers.
- Assess client needs and refer relevant clients to GNOFHAC Legal staff for legal assistance.

- Provide relevant referrals to those homeowners who GNOFHAC cannot assist.
- Provide counseling in the fields of mortgage default and delinquency, foreclosure prevention, predatory lending, home purchasing, insurance, disaster recovery (includes FEMA, SBA, Road Home, and HMGP), contracting, credit, and budgeting.
- Track cases and continue counseling until completion and resolution, unless client is uncooperative and/or fails to respond to communications from staff.
- Maintain full and accurate case files and databases for all reporting purposes.
- Assist in development, coordination and implementation of all Homeownership Protection Project activities including general outreach and education efforts.
- Safeguard all assets of GNOFHAC as well as the security and confidentiality of its clients.
- Work as a team member and support the mission and goals of GNOFHAC.
- Represent GNOFHAC consistently and effectively in a professional and exceptional manner.
- Represent GNOFHAC in relevant public fora as needed.