

Housing & Financial Literacy Counselor – Rehab Program

- Pay Level: \$19.21 per hour
- Hours: 40 hours per week
- Location: La Crosse office

This position provides services to existing homeowners, providing credit and financial literacy education. Manages intake and outreach for rehab programs including determining eligibility for assistance programs, managing the intake and application process, completing financial assessment, and providing referrals. To thrive in this role the ideal candidate should have one to two years of previous experience, a bachelor's degree, or an equivalent combination of education and experience. Must pass the HUD Counseling Certification exam within six months of hire. Full job description is attached.

Benefits package includes:

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|-------------------------------------|-----------------------------|
| – Health insurance | – Holiday pay |
| – Dental insurance | – Vacation pay |
| – Vision insurance | – Sick pay |
| – Flexible Spending Account | – Personal holiday pay |
| – Health Savings Account | – Hazardous weather pay |
| – Employer sponsored life insurance | – Annual increases |
| – Employer-matched retirement plan | – Advancement opportunities |

Couleecap is committed to hiring a diverse workforce from a wide range of backgrounds to enhance our organization and bring fresh ideas and perspectives to our agency.

**To apply complete the ranking questions below and submit with a resume to
Courtney Messer at courtney.messer@couleecap.org,
mail to 201 Melby St., Westby, WI 54667, or fax 608-634-3134.**

Ranking Questions:

1. Describe your experience record keeping, include file maintenance, follow up systems, and computerized tracking.
2. Describe your experience with managing multiple assignments and deadlines while working independently.
3. Describe your knowledge and experience with homeownership counseling or mortgage lending concepts.
4. Describe your knowledge and experience with providing financial counseling to individuals and families.

Application Packet Deadline: Wednesday, October 6 by 2:00 pm
For more information, please visit our website at: www.couleecap.org

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Job Description: Housing and Financial Literacy Counselor – Rehab Programs

SALARY LEVEL: Grade 20

Date: September 2021

SUMMARY: Provides programs and services to existing homeowners. Manages the intake and outreach for rehab programs which includes determining eligibility for assistance programs, managing the intake and application process, completing a financial assessment, providing referrals for other services and providing financial counseling to participants. Working with existing homeowners by providing credit and financial literacy education.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Supports and upholds Couleecap's mission to fight poverty and promote self-sufficiency for individuals by helping to identify needs, mobilize resources, and provide quality services.

Answers phone calls about and assists program participants in the rehab application process, which may include applicant and property eligibility, and gathering income and financial documents.

Develop and administer financial literacy programs targeting households who currently own their own home. This program will provide individual financial counseling, budgeting, and credit counseling to help homeowners continue to be financially sound and successful.

Provides action plans and referrals to households and follows up on those action plans until the housing counseling goals are accomplished.

Closes out initial financial literacy and housing counseling files and completed program files as they are completed.

Completes all necessary reports, data entry, purchase orders, and other documentation as required. Maintains client files.

Prepares, reviews, and complies data to ensure it is ready to be reported to HUD.

Provides staff support with project specific tasks as necessary. Includes but not limited to, coordinating mass mailings, scheduling meeting/appointments, and ordering materials/supplies.

SUPERVISORY RESPONSIBILITIES: None.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE: Requires completion of a bachelorette degree in a college or university or 1 to 2 previous years' experience, the equivalent combination of education and experience.

LANGUAGE SKILLS: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, divide, calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages.

REASONING ABILITY: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS: Access to reliable, licensed, insured driver and transportation. HUD Counseling Certification must be obtained within six months of hire.

OTHER SKILLS and ABILITIES: Some knowledge and understanding of problems created by poverty. Ability to establish effective working relationships with the clients, public, and other community professionals. Ability to keep accurate records and make reports. Ability to communicate clearly in written articles, reports and emails. Stability, resourcefulness, good judgment, tact, and courtesy. Knowledge of office procedures, terminology, and equipment. Ability to maintain confidentiality. Computer experience required. Some knowledge of credit and financial concepts, mortgage financing or real estate preferred.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee frequently is required to stand, walk and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job for driving include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate. This position primarily works via telecommuting with regular team meetings required.

AFFIRMATIVE ACTION SURVEY

Couleecap, Inc. is an equal opportunity employer and strives to comply with all government regulations and affirmative action responsibilities. Applicants are considered for all positions and employees are treated during employment without regard to race, color, sex, national origin, age, marital or veteran status, sexual orientation, or disabling condition.

We are required to collect data on this questionnaire for record keeping and to document affirmative action efforts. While your reply will be most helpful to us in carrying out our administrative responsibilities, return of this form is entirely voluntary.

This questionnaire will be detached from your application upon receipt. This information will not be seen or used by people involved in screening or in the interviewing processes for applicants. This data will be kept in a confidential file separate from your job application.

Thank you for your cooperation!

I chose to NOT complete this form.

1. Position Applied for: _____ Date _____

2. How did you first find out about this job opening?

_____ Advertisement	_____ Friend/Relative
_____ Job Service	_____ Walk-In/Inquiry
_____ From an employee of Couleecap	_____ Internet
_____ I am an employee of Couleecap	_____ Couleecap website
_____ Other	

3. Gender: _____ Male _____ Female _____

4. Age 40 or Older: _____ Yes _____ No

5. Race:

_____ African American or African	_____ American Indian or Alaska Native
_____ Asian	_____ Native Hawaiian or Other Pacific Islander
_____ White	_____ Other Race
_____ Two or more races	_____ Unknown

Ethnicity:

_____ Hispanic/Latino _____ Not Hispanic/Latino _____ Unknown

6. Disability or Handicap: _____ Yes _____ No (Please DO NOT tell us the disability or handicap you have – just whether or not you have a disability or handicap or perceive yourself as having one)

7. Veteran: Yes No Vietnam Era Veteran: Yes No

COULEECAP IS AN EQUAL OPPORTUNITY EMPLOYER AND SERVICE PROVIDER. AUXILIARY AIDES AND SERVICES AVAILABLE UPON REQUEST.