



Hampton Roads Community Action Program

2410 Wickham Avenue
P.O. Box 37
Newport News, VA 23607

Job Title: Housing and Self-Sufficiency Counselor
Department: CNI- Newport News
Supervisor: Director of Family Services and Housing
FLSA Status: Non-Exempt

MISSION STATEMENT

HRCAP connects people to educational, social and economic programs that create self-sufficiency thereby changing lives, creating hope and making our community a better place to live.

VISION

A strong, vibrant community where all citizens are self-sufficient and empowered.

VALUES

Community Action Agencies improve people's lives, embody the spirit of hope, improve communities and make America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.

SUMMARY

Performs social work and mobility case management for households in the Choice Neighborhood Marshall-Ridley neighborhood. Employee is responsible for assisting clients in achieving self-sufficiency, determining eligibility for assistance through various Service Provider Network programs and by the Newport News Human Services Department such as financial assistance, childcare assistance, and other programs associated with the CNI Support Services and Programs identified in the People Plan. Work involves performing case management, relocation coordination with Newport News Redevelopment Housing Authority, providing counseling, assessing client needs, coordinating provision of needed services, and maintaining case records.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties within the scope of this position may be assigned.

- Assist customers in obtaining Rapid Re-Housing or Permanent Supportive Housing, coordinating with the Senior Housing Counselor and Senior Director.
- Assist customers in developing and implementation of a plan: household budgeting, credit counseling, past due bills, rental and landlord mediation, and community resources for teen moms and other areas determined by the agency's community needs assessment.
- Maintain listings of available housing and community resources for placement assistance, referral, and guidance for intake clients.
- Facilitate a minimum of four outreach engagements per month on the following topics: Credit & Budget Management, Rental and Fair Housing, First-time Homeownership.
- Make follow-up contacts to customers to ensure all services are received.
- Create opportunities to raise community awareness about homelessness.
- Collect and maintain specific information from clients in accordance with laws and governing organizations.
- Ensure program activities, files, data, and reporting processes meet or exceed HUD housing counseling and National Industry Standards and other medical HIPPA guidelines.
- Educate perspective borrowers in the home buying and financing process.
- Provide follow up support as necessary to alleviate homeowner default.
- Provide reports to Senior Housing Counselor as directed.

- Promote HRCAP within its varied geographic communities to enhance public awareness, understanding, and support of our mission.
- Determines eligibility for assistance and benefit levels using EmpowOR Client Management System.
- Explains nature of temporary assistance benefit programs and determines reason and need for assistance.
- Explains client responsibilities, rights and program availability.
- Processes intake applications for necessary community resources and diversion.
- Refers clients to Human Services as the result of overall assessment of situation as needed.
- Coordinates and participates in out of office visits with family members and other professionals.
- Prepares referrals for families requiring assistance; collaborates with Service Provider Network and other agencies or professionals as needed.
- Maintains current listing community resources.
- Prepares and maintains confidential case records and files; documents all interactions with clients by entering data into EmpowOR Client Management System.
- Prepares and completes various forms, reports, correspondence, case records, client activity reports, service plans, assessment instruments, needs assessments, purchase orders, invoices, applications, funding reports, charts, or other documents.
- Operates several technology tools (desktop, laptop, tablet, cellphone, hotspot, etc.) to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections.
- Utilize MS Office, EmpowOR Client Management System, e-mail, internet, other computer programs; performs basic maintenance of computer system and office equipment, such as replacing paper, ink, or toner.
- Maintains confidentiality of department issues and documentation.
- Operates a motor vehicle to conduct work activities.
- Performs general/clerical tasks, which may include answering telephone calls, entering data into computer, typing documents, making copies, sending/receiving faxes, filing documentation, or processing incoming/outgoing mail.
- Provides assistance to other employees or departments as needed.
- Performs other related duties as required.

SKILLS REQUIRED include the following. Other skills within the scope of this position may be assigned.

- Helps establish performance measures and monitors outputs and outcomes.
- Comprehensive understanding of data systems, including tracking, reporting, monitoring, customer satisfaction, and evaluation.
- Ability to work independently, take initiative and be an effective team member.
- High-level communication and interpersonal skills a must.
- Exceptional time management skills with ability to multitask; ability to work well under pressure, prioritize workload, and meet tight deadlines.

SUPERVISORY RESPONSIBILITIES

None.

INFORMATION PRIVACY AND SECURITY

This associate may have access to Confidential Information (CI) and is required to be familiar with the HRCAP's Privacy policy related to the handling of CI, and follow all related procedures required to protect the privacy and security of CI.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty to a high standard. 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

- Bachelor's degree in Social Services, Sociology, Human Services, Psychology, or closely related field and a minimum of one year of appropriate and related experience public assistance program administration.
- Experience with program eligibility evaluation.
- Expertise in MS Office-Excel, PowerPoint, and Word
- Must possess and maintain a valid Virginia driver's license
- Criminal record check, driving record and credit report required for employment
- Adept at networking, building relationships, and community engagement
- Ability to work across the organization to deliver solutions that meet internal and external objectives

CERTIFICATES, LICENSES, REGISTRATIONS

Current state driver's license, proof of current auto insurance coverage, satisfactory driving record and working vehicle required.

Must possess or obtain HUD Certified Housing certification within 90 days of employment.

PHYSICAL DEMANDS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



SEDENTARY

Lifting up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers, and files. Walking and standing are required only occasionally

WORK ENVIRONMENT

There are no unusual work environment characteristics associated with performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



LIMITED

General office environment infrequently exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)

WORK CONDITIONS

N/A

STANDARDS FOR MEASURING PERFORMANCE

The effectiveness of the performance of the Housing and Self-Sufficiency Counselor will be measured by the following standards:

1. Adherence to a HUD guidelines for documentation and reporting.
2. The achievement of goals and the delivery of services, referrals, and units delivered to clients.
3. Quality and level of community partners participating in Housing Counseling Education workshops and seminars.
4. Maintain HUD Certification and NCHEC Certifications.
5. Quality and level of effectiveness in building community relationships.
6. Ability to further fair housing.
7. Coordination with staff in planning and orchestrating HRCAP initiatives relevant to program needs and strategic direction.
8. Overall contribution to the achievement of the organization's mission and objectives.

Salary: Negotiable; Forty (40) hours per week with Benefits.

Application: Qualified individuals should apply at 2410 Wickham Avenue, Newport News, VA., 23607. Office hours are 8:00 a.m. to 5:00 p.m. Monday through Friday. You can also visit: www.hrcapinc.org to print an application and mail to P.O. Box 37, Newport News, VA, 23607. Also you can email your application and resume to hrcapresume@hrcapinc.org

Closing Date: Applications accepted until filled.