



## Hampton Roads Community Action Program

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

### POSITION ANNOUNCEMENT

**Position:** Program Manager, Housing and Financial Literacy Services  
**Location:** Newport News, Virginia  
**Component:** Housing and Financial Literacy Services  
**Reports To:** Program Operations Director

**Summary/Objective:** Housing Program Manager oversees operations of all HRCAP Housing Programs as assigned. Sets policies, hires and trains staff, and oversees program/customer operations. Being a Housing Program Manager develops and provides reports or documentation needed to secure/maintain funding or grants. May lead the work of others. The manager will contribute moderately complex aspects of housing counseling.

**COVID-19 NOTICE:** Proof of receipt of the COVID-19 vaccination required. Proof of immunization must include a copy of documentation indicating the vaccines received.

**Education and/or Experience:** Bachelor's Degree in a field related to Human Services, Social Services or comparable experience, and/or certifications in related fields. Experience in human resource management, business environment a plus. Master's Degree preferred. Obtain HUD Certified Counselor with six months of employment. Obtain VHDA certification to teach first-homebuyer education programming within six months of employment. 7-10 years of Housing and/or Financial Services experience. Must possess and maintain a valid driver's license. Criminal record check and credit report required for employment. Strong software capabilities to analyze the business and develop presentations. Track record for maintaining and deepening relationships with customers or accounts. Adept at networking, building relationships, and community engagement. Ability to work across the organization to deliver solutions that meet internal and external objectives.

**Responsibilities Include:** Responsible for achieving all program services and outcomes for the department. Submit monthly, quarterly, and annual reports internally and externally on time per grant/funding requirements. Document all customer interactions (case notes, services, enrollments, outcomes, etc.) in empowOR (client management system). Serve as staff liaison to the Newport News Human Rights Commission. Provide one-on-one and group counseling and financial literacy services in foreclosure prevention, credit, budgeting, delinquency, rental, first-time homebuyers, HELOC, and reverse mortgage. Facilitate and teach adequate first-time homeownership classes, financial literacy, credit and budget management, rental and fair housing classes monthly. Ensures the appropriate level of services and resources are available to deliver quality programming for individuals and families served. Monitors case files (assigned and assigned to those supervised) to ensure that files are consistent and outcomes are properly recorded. Refer customers to internal and external programs for employment, education, childcare, health, training, and supportive services. Provides monthly, quarterly, and annual reports on the outcomes of services offered. Represent the organization in professional, civic, and community groups as requested by the Chief Operating Officer and/or other Executive Staff. Develop project proposals, grant applications, timelines, budgets as well as other documents and presentations. Strong analytical skills, business acumen and the ability to achieve desired outcomes working with cross-functional teams with and without direct reporting relationships. Relationship-building skills with leaders in government, business, higher education, and other related industry groups and associations. Maintains promotional and awareness marketing strategies for the department. Develops and maintains relevant data collection to analyze program data regularly and completes reports as required.

**Salary:** \$51,000 - \$58,000 annually; Forty (40) hours per week with Benefits.

**Application:** Qualified individuals should apply at 2410 Wickham Avenue, Newport News, VA 23607. Office hours are 8:00a.m. - 5:00p.m. Monday through Friday. You can visit:

<https://hrcapinc.org/about/employment/> to print an application and mail it to P.O. Box 37, Newport News, VA 23607. Also you can email your application and resume to [hrcapresume@hrcapinc.org](mailto:hrcapresume@hrcapinc.org)

**Closing Date:** Applications accepted until position is filled.

Hampton Roads Community Action Program is an Equal Opportunity Employer