



# Hampton Roads Community Action Program

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

## Job Description

### Housing Counselor

**Purpose of Position:** To ensure consistency in the quality of homeownership and foreclosure intervention counseling efforts.

**Supervisor:** Senior Housing Counselor

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#### Qualifications:

- Requires a designation as a Certified Housing Counselor. H.E.C.M. Certification a plus.
- Knowledge of HUD Housing programs, and programs within the local community.
- Knowledge of computer programs and software applications.
- Bi-Lingual a plus.
- Applicant must be highly motivated to contribute to the communities we serve.
- Must possess and maintain a valid Virginia driver's license.
- Acceptable criminal background check.

#### Duties:

- Provide personalized counseling in areas such as reverse mortgage, foreclosure prevention, credit, budgeting, and delinquency.
- Maintain listings of available housing resources and provides placement assistants, referral and guidance for intake clients.
- 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.
- Teach and facilitate periodic First-time Homeownership classes.
- Educate perspective borrowers in the home buying and financing process
- Provide follow up support as necessary to alleviate homeowner default
- Perform other duties as assigned.

#### Abilities:

- Possess a strong knowledge in the area of money management, home buying process, mortgage financing, fair housing, community involvement, H.E.C.M., and refinancing.
- Ability to advise borrowers about varied loan products.

- Exhibit professional communication and organization skill set, including, listening skills, customer service, cultural competency and time management.
- Ability to effectively complete a needs assessment and develop a written action plan.
- Ability to provide timely crisis counseling to families in need.
- Maintain client privacy and confidentiality.
- Ability to prioritize assigned tasks.
- Ability to critically and creatively think.

**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: <https://hrcapinc.org/about/employment/> to complete or print an application. If printed, the application can be mailed to P.O. Box 37, Newport News, VA, 23607 or you can email your resume or application to: [hrcapresume@hrcapinc.org](mailto:hrcapresume@hrcapinc.org)

**CLOSING DATE:** Applications accepted until position is filled.