

NKCDC | Job Description

Director of Housing Services

Functions:

Works to build healthy communities and expand homeownership opportunities and retention for low and moderate-income households. Goal is to provide aspiring homebuyers or struggling homeowners with the skills, knowledge and information to buy and maintain a home, provide them with energy assistance, or resolve their current housing situation by:

- bringing people into the program through outreach and marketing events;
- working with people individually;
- educating people about credit and managing their finances;
- and;
- working with their financial position to prepare for loan application, loan modification, workout or other appropriate solution and in doing so will be exercising training and discretion in advising the client about best possible course of action.

Core Duties:

- supervises of all department functions, staff, and processes;
- supports, maintains and grows capacity;
- maintains HUD certifications and keep abreast of all industry changes, opportunities and best practices;
- continues to develop strong partnerships with funders and other housing and energy agencies;
- manages 6 team members;
- oversees budget development and oversight;
- continues growth of a strong, highly effective team.

Responsibilities:

PROGRAM MANAGEMENT

Contracts & Reporting:

- provides full complement of grant, contract and award management and delivery;
- ensures compliance with all contract requirements including but not limited to goals and reporting.

Decision-making:

- makes departmental decisions and handle opportunities and challenges as they arise;
- identifies issues, create choices and alternative courses of actions;
- develops and implements strategies to improve program quality;
- communicates as needed to executive team.

Quality Control:

- performs random client file and report reviews for quality assurance;
- performs survey/customer service follow up calls for quality control as required by HUD;
- brings any counselor deficiencies or client concerns to Director's attention.

STAFF MANAGEMENT

Provide guidance and direction:

- trains staff in the duties required to perform functions of department;
- conducts performance evaluations;
- ensures personnel files are complete and updated, follow HR procedures;
- provides coaching, training and professional development;
- assigns schedules and tasks.

Model team culture:

- sets high standards or goals and achieves them;
- leads by example;
- provides accountability for activities and performance;
- ensures appropriate training and reference materials are available and cross-training is done;
- allows for effective time management, coordination and efficiency.

Communication and people skills:

- develops trust and confidence within team, resolve problems and issues that result in a productive, goal oriented work group;
- encourage your team to be proactive learners, take initiative and be engaged in the work;
- ensures regular and smooth communication among team, other programs, management, and partners.

OPERATIONAL & ADMINISTRATIVE

Goal setting, planning and organizing:

- establishes and communicates team vision;
- establishes goals through development of operational plans;
- commits to strategies for long-term, sustainable funding;
- works with Finance Director to develop and maintain an accurate budget.

Fiscal management: Assist with departmental funding applications. Identify new sources of funding that are relevant to the housing counseling field. Be apprised of best practices for diversified funding. Keep abreast of changes to funding climate or priority shifts.

Evaluation and analysis: Evaluate and examine processes or procedures and decide on the best choice to produce an outcome. You look at the importance, quality and values and then take the best

approach. Track progress of program activities and effectiveness, review and offer feedback and counseling. Provide satisfaction among staff and clients. Ensure quality of service.

Marketing: Develop outreach strategy. Work with Community Relations Specialist to market the housing program to the neighborhood at large and throughout the city to promote the goals of the program.

Program coordination & technology efficiencies: Work with Director of Strategic Initiatives to develop long-term goals for increasing automation and technology efficiencies to ensure client quality control and consistent messaging. Identify ways for greater data collection and program coordination.

Reports to:

Executive Director

Qualifications:

- 3 years HUD approved counseling agency management or supervision experience or college equivalent;
- Proven experience in a management role. Experience in a trainer/facilitator role;
- Minimum two years contract administration experience with knowledge of federal, state and local funding requirements. Familiarity with social service networks in Philadelphia; particularly housing;
- Excellent written, verbal and organizational skills;
- Must be computer savvy and experienced in a variety of software applications including Microsoft Office;
- Proven ability to deal with people in high stress situations with empathy and concern;
- Demonstrated experience working with culturally and economically diverse groups of people;
- Knowledge of Real Estate, underwriting policies, mortgages, foreclosure, and household budgeting and loan closing highly desirable;
- Must be able to master RX, CMAX , and Home Counselor Online (HCO) and other software;
- **Must pass HUD Housing Counselor Certification exam within 18 months of hire;**
- **Must be a certified housing counselor by NCHEC or other recognized counseling intermediary.**

Compensation:

Competitive salary with excellent benefits including HMO health plan, long- and short-term disability insurance, life insurance, paid vacation and 403 (b) retirement plan. Salary range starts @\$65,000.

Application process:

Send cover letter, salary requirements and resume to Felix Torres-Colon, NKCDC, at ftorrescolon@nkcdc.org (e-mail). Please note that all candidate resumes are given due consideration and are kept on file for one year, but we cannot always respond personally to individual applications due to the high volume of inquiries.

NKCDC provides Equal Employment Opportunity (EEO) to all persons regardless of age, race, national or ethnic origin, gender identity or expression, religion, language, political beliefs, sexual orientation, or physical ability.