



## **Department of Housing and Urban Development (HUD) Housing Counselor**

Community Action Partnership of Hennepin County (CAP-HC) is a 501(c)(3), non-profit organization that helps people with lower incomes navigate crisis situations, build stability, and lift themselves out of poverty. Our community-centered programs, services, and partnerships address immediate needs and support Hennepin County residents on their path to prosperity. Our mission is to partner with the community to provide effective and responsive services to reduce the impact of poverty in Hennepin County.

As the **HUD Housing Counselor**, you will be responsible for coordinating and implementing housing counseling programs that provide information and guidance through group education and individual counseling that supports participants in developing solutions to their housing goals, as renters or future homebuyers.

**Schedule:** M – F | 8:00 AM – 4:30 PM | This position requires some evenings and weekends

**Location:** CAP-HC is based in St. Louis Park, MN and serves all of Hennepin County

### **Responsibilities**

#### **General:**

- Assess participant barriers and financial circumstances, develop a budget, review credit history, create an action plan, advocate on behalf of the participants, and develop relationships with key stakeholders, such as landlords and lenders.

#### **Housing Counseling:**

- Provide high quality housing counseling services, adhering to the local and national HUD Housing Counseling Program Standards.
- Orient participants to ensure understanding of the program requirements and accurate completion of application.
- Conduct a comprehensive financial assessment to determine barriers to achieving housing goals.
- Develop an action plan that identifies the goals and objectives necessary to meet housing goals.
- Provide financial coaching for budgeting, credit building/repair, debt repayment, savings, and general financial management.
- Provide ongoing support as participants progress towards reaching their housing goals, maintaining open communication.
- Connect participants to other resources within the agency and community.

#### **Group Education:**

- Coordinate and facilitate education workshops for renter and/or homebuyers, including scheduling, and procuring speakers.
- Support community outreach and marketing for education workshops.
- Maintain agency registration database, collecting required documentation, authorizations, and disclosures for workshop.
- Complete follow-up paperwork, including certificates and communication with referring partners, as needed.

#### **Other**

- Maintain accurate and complete records to track and report outcomes.
- Complete data entry for HomeKeeper, CAP 60, or other client management system.
- Maintain a working knowledge of significant developments and trends in the industry.
- Attend required training to achieve and maintain certifications for housing counseling.
- Perform other duties as assigned.
- Cooperate with all staff members and assists with program services as requested.
- Serve as agency representative to community organizations as requested and assigned.



### Skills Requirements

- Demonstrated experience providing case management, including assessment skills and developing action plans.
- Experience facilitating adult education/training in a group setting.
- Professional and/or lived experience working with diverse communities and/or households defined as low income.
- Experience balancing multiple projects requiring high attention to detail, strong organizational skills and ability to prioritize.
- Demonstrated interpersonal skills, including collaborating with a team, working across program areas, disseminating information effectively, and conflict resolution.
- Effective verbal and written communication skills required, including public speaking skills.
- Experience using Microsoft Office programs including Word, Excel and PowerPoint at a proficient level and with data management software programs or databases.

### Experience/Education Requirements

- Bachelor's degree in a Human Services or related field with 3 years of related experience or an equivalent combination of education and experience to successfully perform the duties of the job.
- Experience in homebuyer education and counseling, rental education and counseling, or other asset programming (Preferred)
- Certified HUD Housing Counselor (Preferred)
- Fluent in English, as well as Spanish or Somali (Preferred)
- Within the first 60 days of employment, become a HUD certified housing counselor by passing the HUD Housing Counselor Certification written examination.
- Within the first year of employment, obtain the homebuyer education and homebuyer counseling certification.

### How to Apply

To apply, please complete the application process here: [Job Application | Community Action Partnership of Hennepin County](#)

Make sure to:

1. Upload your resume (if available)
2. Identify which position you are applying for

### More about Community Action Partnership of Hennepin County

*CAP-HC was established in 1986 and is part of the Community Action Network, a 1,000-agency strong network committed to poverty reduction. We value: Building Relationships, Creating Opportunity, Eliminating Barriers, Equity and Inclusion, Responsible Stewardship, and Strengthening Communities.*

CAP-HC is an Equal Opportunity Employer and acknowledges that equal opportunity for all persons is a fundamental human value. CAP-HC will provide equal opportunity in employment and advancement opportunities to all persons; and will provide access to, admission to, full utilization and benefit of training and promotional opportunities without discrimination because of race, color, creed, age, ancestry, religion, national origin, sex, gender identity, disability, sexual orientation, marital or familial status, or public assistance status, membership or activity in a local commission, or any other characteristic protected by law. Every person making application for, currently employed by, or applying for further vacancies in CAP- HC will be considered on the basis of individual ability and merit.