

**Job Description:**

Position: Rental Counselor
Supervised and Reports to: Program Supervisor
FLSA Status: Exempt
Position Status: Full Time
Location: 1915 S. Blue Island, Chicago, IL 60608

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

Organization Summary:

SCH's mission is to provide comprehensive counseling, education and housing resources necessary for Latinos and other low-to-moderate income families in the Chicagoland area, to develop competence and responsibility in meeting their financial and housing needs, and advocate for and proactively promote additional resources for them. SCH has three locations to serve the North and South sides of Chicago and serves over 10,000 clients per year with a current budget of \$2.5 million and a healthy financial position. SCH is a local and national leader in the housing counseling sector and continues to innovate its service delivery and expands its target market presence. We deliver quality programs and compassionate service to all residents in need.

Position Summary:

The Rental Counselor is responsible for maintaining the programs of the Rental Department. In addition to working with renters and landlords to provide advice, information and assistance with maintaining and achieving affordable renting opportunities.

Responsibilities:

- Perform client intake and assessment according to HUD standards.
- Complete CEDA/ LIHEAP and Weatherization, Share the Warmth, ComEd Hardship and All Chicago applications.
- Assist families and individuals at risk of homelessness to stabilize their housing situation.
- Facilitate the screening, application and documentation for Illinois Department of Human Services and FEMA homeless prevention funds.
- Provide information to clients on fair housing laws, tenants' rights and responsibility, housing care and maintenance and connect clients with resources in their community according to their need.
- Coordinate with outreach staff to provide workshops for the Chicago Housing Authority programs as required by contracts.
- Assist HCVP participants with HUD compliance issues that may jeopardize their HCVP voucher.
- Assist HCVP participants in obtaining a rental unit to secure continuous HCVP participation within HUD guidelines.
- Input and update required client information in HCO, ECM or other required client databases while meeting reporting deadlines as set by managers.
- Help managers compile reports to funders, collecting data and documents as instructed.
- Cooperate with Managers and or Executive Director during program audits
- Maintain all client files (paper and electronic) in a complete and organized manner to ensure compliance with HUD and other funder guidelines.
- Answers landlords' questions and resolves landlord/tenant conflict in a courteous, prompt and professional manner.

- Provide advice and assist landlords to ensure compliance with Residential Landlord Tenant Ordinances (RLTO) including follow up with client and landlord in order to ensure conflict resolution
- Work closely with Rental Supervisor to register landlords to the Chicago Bilingual Landlord Association (CBLA) including collaborating with homeownership counselors at all sites to recruit landlords into the CBLA.
- Provide monthly reports for all Rental Department programs in a timely manner.
- Work closely with Rental Supervisor to assist owners with obtaining legal assistance.
- Work closely with Rental Supervisor to provide tenant screening.
- Provide and assist owner with 5, 10 and 30 day eviction notifications
- Conduct outreach presentations at organizations as necessary to promote all program and organizational goals and objectives.
- Contact/follow-up with individuals who respond to the marketing and/or outreach.
- Provide in-house referrals to landlords in financial crisis to seek other in house homeownership programs; i.e. foreclosure prevention, financial literacy education and other energy assistance programs.
- Participate in trainings as required by CEDA, HUD, CHA and National Housing Standards.

General:

- Informs clients of the agency services and makes referrals as needed
- Conducts regular workshops in the evenings and Saturdays (on and off assigned working site).
- Adhere to policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.
- Participates in special projects as assigned by management.
- Educate, encourage and empower clients to take steps to rectify their current situation and move towards better financial fitness and self-sufficiency.
- Provide basic information on all programs offered by Spanish Coalition for Housing and information on how to access these services.
- Work as part of a team and provide input and leadership towards program improvements.
- Submit timely reports as requested by Managers or Executive Director.
- Maintains required job skills and core professional competencies. Attends and participates in required educational programs and staff meetings.
- Other duties as assigned by Manager or Executive Director.

Qualifications:

- Meet Dodd-Frank housing counselor training requirements and pass housing counseling test within timeframe provided by HUD.
- Associates degree; one (1) years of leasing experience and/or housing certification plus one to two years related experience and/or training in social service agency; or equivalent combination of education and experience.
- Mandatory participation of some Saturday events per year hosted by employer and/or affiliates of sponsoring agencies.
- Must be dependable, dedicated and flexible in regards to working some evening and/or weekend hours.
- Knowledge of MS Office Suite, spreadsheet software and Word Processing software.
- Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.
- Ability to collect and analyze data and make sound decisions to complement data.
- Motivated and self- directed to continuously build knowledge and skills.
- Ability to work with mathematical concepts such as probability and statistical inference.
- Ability to perform duties in a confidential manner.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

- Possess clear and concise verbal and written communication, excellent customer service and presentation skills.
- Highly motivated, independent and task-oriented individual who can learn new material quickly.
- Able to work with multiple cases and priorities in a fast paced environment.
- Must have friendly, patient and professional phone manner.
- Possess experience in housing counseling a plus.
- Working with restricted income populations and affordable housing a plus.
- Knows how to manage difficult or emotional client situations; provide follow-up and feedback to customers for service and assistance.
- Training at times may require travel outside the state and or to cities outside of the Chicago area
- Must have reliable transportation and insurance in order to claim mileage
- Bilingual (Spanish and English) reading, writing and speaking required.

Compensation:

Compensation is based on education, experience and qualifications. Excellent compensation package; affordable health insurance, dental, vision, STD, LTD and life; employer-matching 401K contribution; and opportunities for professional development.

Work Environment:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must occasionally lift and/or move up to 30 pounds. While performing the duties of this job, the employee is regularly required to use hands and talk or hear. The employee is frequently required to stand; walk; sit; reach with hands and arms balance, stoop, kneel or crouch.
- Work place is a smoke and drug free environment.

SCH is an equal opportunity employer and seeks to employ qualified individuals based on individual merit. SCH does not discriminate against any individual with respect to the terms and conditions of employment based on that individual's race, sex, age, religion, color, national origin, disability, genetic information, marital status, veteran status, sexual orientation, gender identity or expression, housing status, or any other non-merit factor protected under state, local or federal laws. Equal Employment Opportunity applies to all personnel actions such as recruiting, hiring, compensation, benefits, promotions, training, transfer, termination, and opportunities for training. SCH is committed to a fair and equitable workplace where everyone is a respected and valued member of the team.