



Job Description

Job Title	Housing Counselor II
Program	Rapid Rehousing/Shelter, Prevention, Community, HOWPA, Transitional
Service Area	Housing Services
Reports To	Program Manager
Salary Grade Level	8
FLSA Status	Exempt (not-eligible for overtime pay)
Effective Date	July 2015

Position Summary:

Northern Virginia Family Service provides a comprehensive set of services designed to address the root cause of poverty and homelessness within the Northern Virginia area. Housing Counselors provide intake; coordinate and monitor the assessment, treatment/intervention planning process and follow-up for each client; serves as an advocate and liaison for and on behalf of client.

The Housing Counselor II will provide assistance in building client self-sufficiency around family systems, housing, budgeting, employment, educational training, health, and other human services, with an emphasis on long-term economic and housing stability in keeping with the Housing 1st goals. The Housing Counselor II could be assigned to residential or community based clients through the Northern Virginia region. All NVFS employees are expected to demonstrate the organizational values and sensitivity to the diversity of the organization’s client base.

Essential Job Duties:

- Conduct comprehensive initial screening process to determine eligibility for program services, providing assessment, intake and enrollment where appropriate.
- Manage a caseload of specific clients including developing Service Goal Plan, budgeting, and monitoring of client’s compliance with program rules.
- Conduct and document client meetings to monitor progress.
- Conduct phone follow-up after completion of the program.
- Conduct outreach and establish network of community resources and services.
- Facilitate support-educational groups to educate clients on various issues including basics of renting, fair housing, self-esteem, safety, parenting, child care, nutrition, money management, credit counseling, home maintenance, and good housekeeping skills (*Rapid Rehousing program*).
- Make referrals to other services as needed and work with other community providers to provide collaborative services to clients.
- Conduct unit inspections to ensure compliance with safety and federal/funder regulations.
- Conduct and document home visits to document progress and ensure that clients still meet program guidelines and eligibility (*Prevention, Community, HOPWA, and Transitional*).
- Process re-certifications as per funder’s requirements. (*Prevention, Community, HOPWA, and Transitional*)
- Outreach to landlords for mediation, negotiation, and tenant relations. (*Prevention, Community, HOPWA, and Transitional*)
- Monitor direct assistance that can be used for financial support, rent, utility, and security deposit payments. (*Prevention, Community, HOPWA, and Transitional*)

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- Compile and prepare appropriate tenant/landlord contracts and landlord check request payments to ensure timely delivery. (*Prevention, Community, HOPWA, and Transitional*)
- Participate in regular supervision with Program Manager by providing regular updates and preparing case presentations.
- Maintains client files in accordance with program requirements and NVFS guidelines.
- Maintain current level of knowledge on program software and other information on housing assistance programs.
- Comply with the Standards and Ethics for Housing Counseling
- Responsible for maintaining certification CEUs if certified.

Supervisory Responsibilities: May supervisor interns or volunteers

Qualification Requirements: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Must have one of the following:
 - Bachelor's degree in Social Work from an accredited college or university with one (1) year of case management experience OR
 - Associate's degree with at least two (2) years related work experience.
- Housing Counselor Certification a plus
- Bilingual English and Spanish skills preferred.
- Proficiency in Microsoft Office suite

Must demonstrate the following:

- Ability to function independently and have flexibility
- Client service orientation
- Personal integrity and confidentiality
- Ability to respond to stressful situations in a professional manner
- Ability to make independent decisions when circumstances warrant such action
- Highly organized, detail-oriented, and able to work in a fast-paced environment
- Knowledge in entering and retrieving data using computer systems, systems applications, and other office equipment.

Special Requirements: *Due to licensing/insurance requirements or accreditation standards, some positions may require additional information to determine ability to satisfactorily perform the job tasks.*

- Criminal history background check
- CPS background check
- Clean DMV record if driving or transportation of clients is essential to the job
- FBI fingerprinting- *Hilda Barg only*
- TB test- *Hilda Barg only*
- CPR/First Aide Training – *Hilda Barg only*
- May be called upon to work beyond normal working hours.

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Physical Demands and Work Environment: *The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is required to stand, walk, sit, use hand to finger, lift, reach with hands and arms, and operate a vehicle.

Work is primarily done in a shelter environment and in community locations, including client's homes. Agency offsite meetings and training is required.

Comments: *This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.*

This job description has been reviewed by the Director, Division Vice President/Chief Officer, and the Vice President of Human Resources.