



## HISPANIC UNITY OF FLORIDA JOB DESCRIPTION

**Job Title:** HUD-Certified Housing Counselor  
**Reports To:** Housing Program Manager  
**Classifications:** Full-time, Non-Exempt  
**Schedule:** Monday – Friday / some weekends and evenings (in-person Hollywood, FL and virtual) as needed  
**Salary Range:** Salary is commensurate with experience.  
**Date Prepared:** February 2025

### **CHANGE LIVES AND MAKE A DIFFERENCE!**

At Hispanic Unity of Florida (HUF), we change lives every single day – in small and big ways. If you want to join an exceptional organization that works tirelessly to ensure that everyone is empowered to live their American dream, please continue reading.

It is imperative that all applicants share HUF's values as it serves as the foundation for how we treat each other, our clients, our funders, and everyone we come into contact with. Those values include, but are not limited to: *Integrity, transparency, respect, dignity, accountability, diversity, and cultural awareness, commitment to excellence, collaboration and teamwork.*

#### **Position Overview:**

The HUD-Certified Housing Counselor provides direct counseling and education services to individuals and families on topics including homeownership, foreclosure prevention, rental assistance, and financial literacy. This role ensures compliance with HUD regulations, helps clients develop action plans for housing stability, and connects them to financial and community resources.

#### **Essential Duties:**

- Provide one-on-one housing counseling on homeownership, foreclosure prevention, rental assistance, and financial education.
- Conduct comprehensive housing assessments and develop client action plans.
- Offer financial coaching, including budgeting, debt management, credit improvement, and savings planning, to help clients become mortgage-ready.
- Assist clients with housing-related processes such as mortgage readiness, loan modifications, and rental assistance applications.
- Provide referrals to community resources, legal aid, and government assistance programs as needed.
- Maintain consistent follow-ups with clients through meetings, phone calls, and emails to ensure engagement.



- Develop and deliver educational workshops and presentations on housing topics, financial literacy, and foreclosure prevention.
- Facilitate first-time homebuyer workshops, including scheduling speakers and preparing workshop content.
- Create educational materials for clients and outreach initiatives.
- Represent HUF at housing fairs, community meetings, and outreach events to promote housing services.
- Ensure compliance with HUD guidelines, funder requirements, and agency policies.
- Maintain accurate client records in housing databases (SAMIS, RxOffice, WebAuthor).
- Assist in collecting and preparing client documents and ensuring complete case files.
- Submit monthly scorecards, funder reports, success stories, and impact data.
- Prepare timely reports (quarterly, midterm, and final) on program activities and client outcomes.
- Support financial reporting by gathering documentation for monthly invoices and quarterly reports.
- Represent HUF in trainings, monthly check-ins with funders, and stakeholder meetings.
- Build and maintain relationships with housing partners, financial institutions, and government agencies.
- Participate in community events to promote housing programs and services.
- Collaborate with internal teams to ensure a coordinated approach to financial stability services.
- Perform other duties as assigned by the Program Manager.

### **Qualifications and Job Requirements:**

- Strong knowledge of housing counseling, mortgage lending, foreclosure prevention, and financial literacy.
- Excellent interpersonal, communication, and customer service skills to engage clients effectively.
- Ability to provide empathetic, solution-focused guidance to clients facing financial distress.
- Proficiency in Microsoft Office Suite (Word, Excel) and Client Management Systems (CMS) for case tracking and reporting.
- Bilingual (English/Spanish) strongly preferred.
- Strong organizational skills with the ability to prioritize multiple tasks, meet deadlines, and manage a caseload efficiently in a fast-paced environment.
- Ability to work collaboratively in a dynamic team setting.
- Flexibility to work evenings as needed and adjust schedules to meet client needs.
- Valid Florida driver's license and ability to travel independently.
- Successful completion of a Level 2 background check required.



**Education and Experience:**

- High school diploma or equivalent required; Associate or Bachelor’s degree in social work, business, finance, or a related field preferred.
- HUD Housing Counselor Certification required (or ability to obtain within six months of hire).
- At least 2 years of experience in housing counseling, mortgage lending, real estate, or financial coaching.
- Experience working with low- to moderate-income communities and diverse populations preferred.

**Working Environment:**

The work for this position may be done remotely or in an office or shared space. Space and shared space, as well as noise level, are factors. The remote office should be held to the same private and confidential standards. The person must be able to travel back and forth from HUF locations and home as needed.

Employees who are eligible to work hybrid are responsible for adhering to the agreed upon schedule dictated by their immediate supervisor.

**Physical Requirements:**

- Prolonged periods are sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

*Hispanic Unity of Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

I have read my job description and understand my responsibilities.

Employee Name: \_\_\_\_\_

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

Supervisor Name \_\_\_\_\_

Title: \_\_\_\_\_

Supervisor Signature \_\_\_\_\_

Date \_\_\_\_\_

“This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice”