



Housing Counselor – Job Description

We are a nonprofit, community development organization that engages residents and partners to revitalize the Clinton Hill neighborhood. This work is led by residents, for residents. Together, we take action and advocate for quality, affordable housing, food security, economic empowerment, civic engagement, and environmental justice.

Title: Housing Counselor

Supervision: Reports to the Director of Housing Justice

Type of Position: Full-time (40 hours per week)

General Description: Responsible for assisting residents with emergency eviction and foreclosure prevention assistance and making referrals to partners for ongoing support; organize home buyer education program to increase homeownership in Clinton Hill

Performance Target(s): Develop, implement, and manage an emergency housing counseling workflow that includes an intake process, goal setting, and tracking actions and outcomes

Engage and support at least 90 residents in successfully addressing their emergency housing case

Organize community education series, with community partners, on Tenants' Rights

Plan and implement (2) direct action projects related to housing counseling or homebuyer education and engage at least 150 residents

Achieve satisfactory customer service feedback from tenants on quarterly feedback surveys

Specific duties: Specific duties include, but are not limited to:

Case Management & Support

- Onboard case management system and develop workflow from intake to outcomes
- Provide case management support to residents, assisting with negotiating with landlords and mortgage companies to prevent eviction and foreclosure
- Develop a housing related referrals database and build relationships with key partners for warm handoffs
- Make and track referrals for community resources and support
- Promote available resources and supports in the community

Organizing & Advocacy

- Organize community education series on Tenants' and Homeowner Rights

- Assist residents with registering their apartments under the City's Rent Control Ordinance
- Develop strategic partnerships with legal aid services and other resources for eviction and foreclosure prevention advocacy supports
- Assist with organizing Tenant Associations and joining them with the Greater Newark HUD Tenants Coalition and other advocacy groups
- Conduct outreach events and activities to educate residents on tenants' rights, eviction prevention, fair housing and other city ordinances and state and local laws
- Mobilize residents to advocate for policies and recommendations at public forums, rallies, and demonstrations
- Represent the organization in related coalitions, meetings, and collaboratives

Qualifications:

Clinton Hill or South Ward residents preferred; High School Diploma required, Bachelors degree in human services, social work or urban planning or at least 3-5 years of related experience; Excellent project management and negotiation skills; Good communication and customer service skills; Strong critical thinking and problem solving skills; Available to work flexible hours, including evenings and weekends

Compensation:

Competitive Compensation Package

Benefits:

Health insurance, paid time off, short-and long-term disability insurance, vision and dental insurance, life insurance and 401(k) retirement match

To Apply:

Submit resume and cover letter to Karen Martin, CHCA's Operations Manager, at karen@clintonhillaction.org or fax to 866-892-7027

For more information, visit us at clintonhillaction.org!