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Position Description

Housing Counselor – Full Time

Cypress Hills Local Development Corporation (CHLDC) is a not-for-profit community development organization serving 11,000 residents a year through a comprehensive array of housing preservation, economic development, community organizing and youth and family support services programs and projects. With community residents leading the way, the mission of Cypress Hills Local Development Corporation is to build a strong, sustainable Cypress Hills/East New York, where youth and adults achieve educational and economic success, secure healthy and affordable housing and develop leadership skills to transform their lives and community. We actively promote policies that advance racial equity.

During the Covid-19 pandemic both renters and homeowners in East New York have become housing insecure and there is a tremendous need to educate and inform residents about housing rights, housing benefit programs and CHLDC Housing Counseling Services. The Housing Counselor will be a member of a team dedicated to preventing displacement and homelessness and helping East New Yorkers preserve their housing throughout the pandemic and beyond.

Responsibilities:

The following are the **Full-Time General Housing Counseling Counselor's** responsibilities:

- Provide counseling services to both renters and homeowners;
- Inform and educate residents about their rights and housing benefit programs and assist with applications and navigating government/public application portals/systems;
- Conduct client data entry in the client management systems, e.g., Counselor Max, Salesforce, and internal spreadsheets;
- Coordinate and carry out mailings and other outreach efforts (e.g. making phone calls, designing and distributing flyers, organizing informational sessions (virtual and in-person, preparing social media posts, etc.) to publicize our housing counseling services and workshops to renters and owners;
- Track and follow-up with program participants;
- Assess clients' needs, status and interests in various housing benefit programs;
- Contact those participants described above to determine if there are additional services or programs needed and refer internally and externally as needed;
- Submit monthly and biweekly reports regarding progress on tasks and objectives
- Assist other Housing Counselors and Housing Counseling Director as needed
- Provide support to the East Brooklyn Reinvestment Committee
- Through the internet, collect relevant real estate data for outreach and analysis purposes
- Answer phones and schedule appointments and provide information on our services and homeowner's and tenant's rights;
- Report to the Director of Housing Counseling and carry out other duties as assigned and
- Ability to work both in office (following public health safety guidelines) and virtually

Qualifications:

- B.S in Business, Urban Planning, Social Work or related field or equivalent work experience
- 1-3 years relevant work, or equivalent education and work experience
- Excellent communication and interpersonal skills
- Team player, quick learner and ability to work independently
- Computer literate – knowledge of design programs helpful
- Bilingual- English/Spanish or English/Bangla preferred
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Salary range:

\$45,000 - \$48, 500

Competitive benefits available

To apply, fax or send your resume to: Rene Arlain, Dir. of Housing Counseling, Cypress Hills LDC- 3214 Fulton St.; Brooklyn, NY 11208. (fax #718-647-2104) or Email: renea@cypresshills.org

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We are an equal opportunity employer and do not discriminate in hiring or employment on the basis of race, color, religion, national origin, gender, marital status, sexual orientation, age, disability, veteran status, or any other characteristic protected by federal, state, or local law. We promote recognition and respect for individual and cultural differences, and we work to make our employees feel valued and appreciated, whatever their race, gender, background, or sexual orientation.

We offer competitive salaries, excellent benefits, and a pleasant working environment. Salary is based on a nonprofit scale and commensurate with experience.

EOE Minorities/Women/Disabled/Veterans