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cypresshills.org

Job Announcement: Small Homes Help Desk Counselor

Position Description

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. CHLDC also works to advance racial equity.

Cypress Hills Local Development Corporation has an opening for **one (1) Small Homes Help Desk Counselor** to work in the **Housing Counseling division**. This position is a full time, 35 hours per week, non-exempt position. The Counselor will work with the owners of one to four family homes in East New York to help them reduce operating costs, repair and retrofit their houses, secure tax exemptions and other benefits, avoid predators and the tax lien sales, deal with landlord-tenant issues, plan for the future and stabilize their homeownership.

Position: Small Homes Help-Desk Counselor

Principal Duties, Responsibilities:

- Coordinate educational forums
- Conduct outreach and market counseling services and programs to homeowners
- Provide support/advice to 100 homeowners-documented by sign in sheets/intake forms/completed referral forms
- Refer homeowners to home repair and retrofit programs/resources and assist with applications and follow-up – explaining eligibility guidelines, reviewing any underwriting, advising on selecting of licensed contractors, packaging applications for home improvement programs, etc.
- Assist homeowners needing pandemic relief services,
- Help homeowners applying for tax exemptions, dealing with government bureaucracies, making payment plans, etc.
- Support and Document homeowners improving their housing and/or financial situation
- Making referrals to other services/programs, e.g., legal services, subsidized government home repair programs, mortgage default counseling, etc.

- Inputting, tracking, reporting and monitoring program clients' progress through client management system/Counselor Max database and excel spreadsheets as needed by funders
- Establish and maintain relationships with non-profits, government agencies and lenders that provide home improvement program loans/grants
- Maintain program files and records and completion of reports to funders and supervisors in a timely manner
- Submit regular program reports to funders and CHLDC Board of Directors as necessary
- Report to Director of Housing Counseling and perform other duties as assigned
- Demonstrates commitment to leadership development, community building, advancing racial equity and community organizing as strategies for social change.

Position Requirements:

- BA preferred , AA degree required, Urban Planning, Social Work,
- At least 2 years relevant work, or equivalent education and work experience
- Excellent *communication skills*
- *Team player*, quick learner and ability to work independently
- Computer literate
- *Bilingual- English/Spanish or English-Bangla preferred*

Compensation:

Salary range is \$45,000-\$55,000 commensurate with experience with a competitive benefits package

To Apply:

Please forward cover letter, resume, and three (3) references to Rene Arlain, Director of Housing Counseling at: renea@cypresshills.org.

CYPRESS HILLS LOCAL DEVELOPMENT CORPORATION IS AN EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER AND IS COMMITTED TO WORKPLACE DIVERSITY AND INCLUSION.

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

