

**Neighborhood Housing Services of Queens CDC, Inc. (NHSQ)**

**Job Title: Director of Housing Counseling**

**Reports to: The Executive Director**

The Director oversees all elements of the Counseling Department, including program development, execution, analysis, evaluation, innovation / refinement and internal and external partnership management. S/he will supervise counseling staff, train new staff as needed, and will ensure that the program pipeline from intake to file closure meets or exceeds National Industry Standards and complies with all funding and regulatory requirements.

### **Areas of Responsibility**

#### **Essential Duties and Responsibilities:**

#### **PROGRAM MANAGEMENT**

*Contracts & Reporting:* Provide full complement of grant, contract and award management and delivery. Ensure compliance is met, goals are met, reports are completed in full and on time, and audits are successfully completed both internally and externally. Ensure data is entered into databases to track program statistics. Ensure monthly reporting and/or billing is accurate and deadlines met.

*Quality Control:* Perform random client file and report reviews for quality assurance. Perform survey/customer service follow up calls for quality control as required by HUD.

#### **STAFF MANAGEMENT**

*Provide guidance and direction:* Train staff in the duties required to perform functions of department. Conduct performance evaluations; provide coaching, training and professional development. Assign schedules and tasks.

*Model team culture:* Set high standards or goals and achieve them. Lead by example. Provide accountability for activities and performance. Ensure appropriate training and reference materials are available and cross-training is done. Allow for effective time management, coordination and efficiency.

*Communication and people skills:* Develop trust and confidence within team, resolve problems and issues that result in a productive, goal oriented work group. Encourage your team to be proactive learners, take initiative and be engaged in the work. Ensure regular and smooth communication among team, other programs, management, and partners.

## **OPERATIONAL & ADMINISTRATIVE**

*Goal setting, planning and organizing:* Establish and communicate team vision. Establish goals through development of operational plans. Commit to strategies for long-term, sustainable funding. Work with Executive Director to develop and maintain an accurate budget.

*Fiscal management:* Using the annual budget as a guide, assist with departmental funding applications for various programs as compatible with the ongoing activities. Identify new sources of funding that are relevant to the housing counseling field. Be apprised of best practices for diversified funding. Keep abreast of changes to funding climate or priority shifts. Work with the development team to create and submit grant proposals that align with the organization's strategic plan. Support fundraising events, meetings, and activities.

*Evaluation and analysis:* Evaluate and examine processes or procedures and decide on the best choice to produce an outcome. Track progress of program activities and effectiveness, review and offer feedback and counseling. Provide satisfaction among staff and clients. Ensure quality of service.

*Marketing:* Develop outreach strategy. Work with Community Outreach manager to market the housing program to the targeted areas and throughout the Queens to promote the goals of the program.

*Program coordination & technology efficiencies:* Work with Executive Director to develop long-term goals for increasing automation and technology efficiencies to ensure client quality control and consistent messaging. Identify ways for greater data collection and program coordination

### **Educational Background**

Bachelor's degree in business, economics, real estate finance, or related field, or equivalent experience required.

### **Skills/Experience**

- Proven experience in a management role.
- Minimum two years contract administration experience with knowledge of federal, state and local funding requirements.
- Excellent written, verbal and organizational skills. Must be computer savvy and experienced in a variety of software applications including Microsoft Office.
- 3 years HUD approved counseling agency management or supervision experience.
- Proven ability to deal with people in high stress situations with empathy and concern.
- Demonstrated experience working with culturally and economically diverse groups of people.
- Ability to foster a positive and productive work environment with ability to lead, build teams, and motivate staff.

- Knowledge of Real Estate, underwriting policies, mortgages, foreclosure, and household budgeting.
- HUD Housing Counseling Certification (homeownership, financial stability, and foreclosure) a must.
- Trainer/facilitator experience, familiarity with RxOffice a plus.
- Highly motivated to lead and committed to social justice
- Outstanding interpersonal skills; must be a team player with strong leadership skills;
- Strong analytical skills
- Detail oriented with strong organizational skills
- Good judgment, strong ethical values; reliable and trustworthy
- Critical thinker, problem solver, creative, open-minded and flexible
- Comfortable working within a diverse environment
- **Ability to work hybrid is necessary, and some travel may be required subject to COVID-19 restrictions and considerations**

#### Expected Work Hours

The hours of work and days are Monday through Friday, 9:00 a.m. to 5 p.m. and as needed for evenings and weekends. Flexible hours considered.

**Compensation: Salary ranges from \$65,000 to \$75,000** commensurate with experience; NHS of Queens offers a comprehensive benefits package including Health, Dental, PTO and other fringe benefits.

Travel is primarily local during the business day, although some out-of-the-area and overnight travel may be expected.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

#### **Additional Application Instructions**

To apply for this position, please submit your cover letter to [yestrella@nhsoqueens.org](mailto:yestrella@nhsoqueens.org) Only those candidates selected for an interview will be contacted. Applicant review will continue until the position is filled.

NHS of Queens strongly encourages Section 3 residents to participate in this hiring effort.

Persons requiring reasonable accommodation to participate in this hiring effort are requested to contact [nhsoqueens@gmail.com](mailto:nhsoqueens@gmail.com)

**Application Deadline:** Hiring immediately. Accepting resumes until position is filled.

Neighborhood Housing Services of Queens CDC, Inc. is an equal opportunity employer. We recruit, hire, upgrade, train, and promote for all positions and job classifications without regard to race, color, religion, creed, gender, national origin, age, physical or mental disability, marital, veteran or disabled veteran status, sexual orientation, or any other status as a member of any other legally protected group or activity.

We thank you for your interest in career opportunities with Neighborhood Housing Services of Queens CDC, Inc.