



UNIVERSITY NEIGHBORHOOD HOUSING PROGRAM

*Improving, Preserving, & Creating Affordable Housing
Bringing Resources to the Northwest Bronx*

Position Title: Housing and Financial Services Advocate

Organization: University Neighborhood Housing Program (UNHP)

Job Type: Full Time with Weekends and Evenings Required for Scheduled Events

Description: University Neighborhood Housing Program is a community based non-profit that works to create, preserve and improve affordable housing in the Bronx. In addition to our housing work, UNHP runs the Northwest Bronx Resource Center. The Center provides topic-specific financial education workshops, a free tax preparation program, financial coaching, affordable housing resources and financial education workshops. All of our services are free to the community. UNHP is seeking a bi-lingual people-person who has an interest in working with Bronx residents and connecting them with a range of financial education and affordable housing programs. The Housing and Financial Services Advocate would work on and off-site at UNHP-affiliated locations* to organize attendance and coordinate outreach for targeted events, 1-on-1 case management (around housing issues: NYC Rent Freeze Program & NYC Housing lotteries), as well as the other financial services available at the Resource Center. The Advocate would also assist residents with SCRIE/DRIE enrollment, renewal and screening and NYC Housing Connect application and follow up.

Responsibilities:

- Recruit, schedule and follow-up with current and new customers
- Organize local outreach events
- Execute an outreach plan for the NYC Rent Freeze, to help us reach more senior citizens and disabled tenants
- Assist neighborhood residents enroll, renew and get screened for NYC Rent Freeze and Housing Connect.
- Engage with neighborhood residents through in-person events, phone calls, emails and social media to connect them with UNHP services and events
- Promote multi-program participation among all Resource Center Programs
- Enter and complete intake forms into database (Salesforce)

- Assess through conversations the needs of neighborhood residents, follow up to insure attendance at events and appointments
 - Demonstrate leadership and follow-through to connect with institutional and Church leaders to increase outreach
 - Participate and facilitate financial literacy sessions at topic-specific workshops
 - Provide financial education services at a variety of locations ie: Credit Report printing
 - Learn and understand eviction prevention issues and resources
 - Assist the Northwest Bronx Resource Center staff with planning and outreach for financial education, housing resource events and our robust VITA Free Income Tax Preparation Program (training is provided)
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Qualifications:

- Bilingual in Spanish
- A People-Person and able to engage with neighborhood residents
- Quick learner, especially during fast-paced events
- Excellent phone etiquette and in-person communication skills
- Good verbal and written communication skills in both English and Spanish
- Ability to create flyers and marketing materials in print and electronic form
- Knowledgeable and willing to learn Financial Education & Eviction Prevention skills
- Able to work some evenings and weekends, especially during the income tax season
- Professional manner and good time management skills
- Computer knowledge, including Microsoft Word and Excel
- Knowledge of the database, Salesforce, is a plus
- Innovative, self-starter and team player preferred

UNHP-affiliated locations:

Main location: 2751 Grand Concourse, Bronx, NY, 10468

NWBRC: 2715 Bainbridge Ave, Bronx, NY 10458

Salary: \$36,500

UNHP is an Equal Opportunity Employer (EEO) offering comprehensive benefits including Medical, Dental, Short-and-Long-Term Disability, and Life Insurance; 403(b)

Please send resume to: jumelia@unhp.org