

Position Description

Title: Housing Program Manager
Division: Community Programs
Reports to: Director, Community Programs

Travel: Travels in-state and out-of-state as required
Status: Salaried, Exempt
Standard Work Hours: M – F, 9:00 AM – 5:30 PM

JOB SUMMARY:

Reporting to the Director, Community Programs, the Housing Program Manager will be our US Housing and Urban Development (HUD) certified Housing Counselor and will be responsible for conducting homebuyer education and financial education workshops, housing counseling, and credit counseling services, including administrative responsibilities such as in-take, tracking data input, monthly reporting, community outreach, and fund development.

The Housing Program Manager will also manage and execute the desired directives and overall delivery of the Housing Program that are in line with the organization's mission and goals. This role will provide program oversight and quality control for the Housing Program through methods such as handling budgets, staff, activities, and ensuring intended program outcomes are met.

DUTIES, RESPONSIBILITIES, and EXPECTATIONS:

Duties and responsibilities include, but are not limited to the following:

- Understand grant deliverables and coordinate, market, implement, execute programs, and report program outcomes to ensure goals are met.
- Offer a range of counseling services such as financial capacity building, housing counseling services, financial education, and credit building counseling.
- Respond to inquiries regarding financial literacy and housing counseling via email and phone.
- Perform on-going case management to provide service and problem-solving assistance to include:
 - Conducting financial analysis and affordability assessment based on information and documents provided by the client.
 - Creating an Action Plan that supports and builds client's financial capacity.
 - Conducting follow-ups via phone and/or email to determine whether the client is following their financial goal plan.
- Provide group education financial literacy workshops in accordance with US HUD standards.
- Follow procedures as outlined in the Housing Program Plan and maintain updated plans/procedures, as required.
- Manage and maintain CNHA's client management system timely and accurately.
- Record all communications and update log after each meeting or interaction with client/lender for both (hard and electronic) file utilizing HUD-approved client management systems.
- Maintain professional effective communication regularly with clients and staff.
- Ensure all client files are securely stored and locked with all required documents and forms.
- Represent organization at events, seminars, and networking functions as needed.
- Collect and analyze program data and work with staff to report on program outcomes required for compliance reporting.
- Support the development, implementation, and evaluation of program delivery, effectiveness, and impact.

- Provide leadership, direction, and supervision of program staff.
- Actively lead and/or participate in client- and program-related meetings and trainings, as needed.
- Participates and performs duties as assigned for CNHA's annual Native Hawaiian Convention.
- Special projects and/or other duties as assigned.

PERFORMANCE EXPECTATIONS:

- Demonstrates a strong work ethic, high degree of professionalism, and positive attitude and approach to complex challenges.
- Maintains the utmost confidentiality.
- Utilizes excellent verbal and written communication, people skills, and a positive, can-do attitude with co-workers, clients, members, and the community, and in all work product.
- Functions in a self-directed, high initiative and motivated manner that results in successful administration and collaboration.
- Applies research, experience, communication, strategy and learning that results in problem-solving and maximum quality and utilization of the organization's resources. Consistently provides solutions to challenges encountered.
- Flexible and willing to work long hours and possibly weekends.

REQUIRED EDUCATION AND EXPERIENCE:

- Bachelor's degree or working experience with HUD Housing Counseling.
- HUD Housing Counseling Certification preferred upon hiring. If not certified, will be required to obtain this certification within one month of hire.
- Working experience with any aspect of the homeownership process: mortgage lending, realtor service, closing of loans, loan processing, and loan modification.
- Public speaking and communication skills (written and verbal).
- Ability to work with people of diverse backgrounds.
- Attention to detail with excellent internal and external customer service skills.
- Strong understanding of home purchase, financing process, and default process.
- Flexibility in schedule to maintain evening and/or weekend workshops.
- Uses proficiently, Microsoft Word, Excel, PowerPoint, Outlook and Adobe Acrobat, with a working knowledge of client database systems.
- Experience directly working inside the Native Hawaiian community and/or with programs that address the cultural and socio-economic wellbeing of the Native Hawaiian community.

PHYSICAL REQUIREMENTS:

- Prolonged periods of time sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at a time.

SKILLS REQUIRED:

- Demonstrated ability to provide quality customer service.
- Highly organized and detail-oriented, flexible, and collaborative with an ability to prioritize and manage multiple tasks simultaneously.
- Personal qualities of integrity, credibility, and a commitment to CNHA's mission.



I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all of the stated requirements.

Employee Signature

Date