

<b>Job Title:</b>	Housing Counseling Assistant	<b>Department/Group:</b>	Housing Counseling & Financial Coaching Department
<b>Location:</b>	NEWSED Community Development Corp.	<b>Address</b>	901 W 10 <sup>th</sup> Ave Ste 2-A Denver CO, 80204
<b>Level/Salary Range:</b>	\$20/hour	<b>Position Type:</b>	Part-time
<b>Job Description</b>			
<p>The Housing Counselor Assistant is responsible for providing intake and support services to the NEWSED CDC Housing Counseling and Financial Coaching efforts. The Counselor Assistant is expected to maintain confidential customer files and customer information and adhere to policies and procedures for confidentiality.</p> <p><b>ROLE AND RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>• Provides direct customer services including sending out the initial intake and client's forms, scheduling client's appointments, returning client's call and triaging clients to the appropriate Counselor</li> <li>• Creates and organizes files for new clients. Maintains database by entering new and updated clients as well as closing files on multiple Client Management Systems</li> <li>• Assists clients with completing intake forms and gathering required documentation (e.g., income verification, credit reports).</li> <li>• Follows up with clients per counselor's request and track outcomes for the housing counseling and financial coaching department</li> <li>• Assists with reporting for HUD or other funding agencies, including tracking service delivery metrics. Helps maintain compliance with HUD housing counseling guidelines (like confidentiality, fair housing, etc.). Supports audits or reviews by ensuring documentation is complete and well-organized</li> <li>• Supports Workshops or Events on topics like Homebuyer Education or Foreclosure Prevention (Registering participants: Manages RSVPs, tracks attendance, sends confirmation emails or reminders. Prepares materials: Assembles packets, brochures, forms, certificates of completion, or digital resources. Data entry for the class and communication with presenters</li> <li>• Evenings and weekends may be required to attend classes or events</li> <li>• Ability to work within a team environment and as a team player, to team members as needed.</li> </ul> <p><b>QUALIFICATIONS AND EDUCATION REQUIREMENTS</b></p> <ul style="list-style-type: none"> <li>• Proficient with Microsoft Office Suite, Adobe and CRM experience, ability to extract and run reports from internal databases. Experience in office administration or other related fields</li> <li>• Ability to prioritize, work with deadlines and multitask, design and maintain effective record</li> <li>• Ability to communicate effectively, orally and in writing, other duties as needed.</li> <li>• High School or Equivalent and Work Authorization</li> </ul> <p><b>PREFERRED SKILLS</b></p> <ul style="list-style-type: none"> <li>• Bilingual (English, Spanish)</li> <li>• Strong attention to detail</li> <li>• Strong organizational skills</li> <li>• Excellent written and verbal communication</li> </ul>			