



Homeownership Expansion Specialist Job Description

Overview: Beyond Housing exists because home matters. We begin with actual houses and housing preservation, focusing on quality and stability to give people a place to start. But there is more to a home than the house ~ home is about the life that happens in and around the house, as well as the life that fuels and draws out the best of the people within it. That life, in turn, is shaped by the community, its influences, its structures, and the people and dynamics that define it.

Beyond Housing helps entire communities become better places to live. We engage where we're needed, focusing on building consensus among leaders, providing and preserving housing, fostering community structures that shape lives, and guiding systems that make people's lives better.

We lead with vision for what a community can be ~ every community is different, but thriving communities tend to share the same basic set of positive traits regarding housing, safety, education, health, infrastructure, and access to basic human services.

We bring together leaders and resources, volunteers, and citizens, and pursue a wide assortment of creative approaches to build stronger, healthier communities for life.

Finally, we are community builders, not kingdom builders. "It's their neighborhood, future, & dreams". Our objective is to help build and contribute the good things we do for the sake of adding value to the lives of the people we're honored to serve.

Position: The Homeownership Expansion Specialist (HES) will serve families within the current Housing Resource Coordination (HRC) portfolio and the St. Louis County region laying the groundwork for an accelerated pathway to homeownership. The goal of the homeownership expansion is to help low-to moderate income families achieve housing stability and work toward a self-identified goal of homeownership. The HES provides financial advising, homeownership education, counseling, down payment assistance and other supports relative to not only purchasing a home but also thriving as a homeowner. **This is a grant funded position with expected duration of employment between 12-24 months, although may be longer.**

Responsibilities include, but are not limited to:

- Conducts comprehensive individual one-on-one advising sessions reviewing client's personal finances including savings, debt, and credit
- Completes action plan with client input outlining client home ownership goals addressing any issues related to credit, debt, savings, etc.
- Maintains schedule of appointments for counseling sessions including customer follow-up and contact to ensure client is working toward his/her identified goals.
- Creates a file for each counseling customer that includes the intake form, credit report, advisor's analysis, and income documentation.
- Maintains and updates customer records both during and after each counseling session including customer tracking database and individual files.
- Assists with organizing pre and post purchase home buyer workshops including group facilitation and course content delivery.
- Ensures that quality control measures are followed, and that customer satisfaction is a priority of the counseling program.

- Develops and implements proper procedures and internal controls necessary to maintain the security of all systems and confidentiality of all records.
- Other duties as assigned.

Personal Qualities:

- Collaborative -- A dynamic personality that is collaboratively minded, can recognize and identify strengths, seek consensus around mutual goals, and build meaningful relationships.
- Creative and Curious -- A systems-thinker and builder, who is not afraid to be innovative in designing solutions and has skills in articulating these ideas and concepts.
- Methodical – Strong analytical, systems, and problem-solving skills to evaluate performance, prepare reports, and recommend/implement solutions using independent judgment. Ability to move from concepts to action through strong program design and evaluation.
- Reliable -- Leadership skills that reflect and value a team approach, demonstrated integrity, effectiveness, efficiency, and the ability to deliver high quality service. Highly capable of handling multiple tasks, projects, and timelines. Excellent oral and written communications skills.
- Trusted -- Ability to work with residents, partners, and staff of diversified backgrounds with a positive, optimistic, solutions-oriented attitude. Shares a deep respect for the community, its stakeholders, and the residents that we serve.
- Driven -- Passion for the work and an interest in continuous learning and improvement.

Preferred Experience and Qualifications:

- Must be at least 18 years old and have a High School Diploma or GED.
- Two years of experience in consumer credit counseling, housing, real estate, or case management, preferred.
- Familiarity with the home-buying and loan process, and general underwriting guidelines.
- Excellent verbal and written communication skills.
- Demonstrated presentation skills.
- Ability to maintain confidentiality.
- Experience with office systems, computer literacy, and knowledge of Salesforce and Microsoft Office applications including Word, Excel, Power Point, OneDrive, Teams, and Outlook.
- Ability to work independently as a productive team member.
- Ability to multi-task in a fast-paced environment.
- Ability to obtain HUD certification.
- **Willingness to work a flexible schedule including some evenings and weekends.**

Supervisor:

- Financial Advising Manager

Salary and Benefits:

- Salary Range: \$42,000.00 - \$47,000.00
- Full-time hourly position with benefits for full-time position as determined in current Beyond Housing Employee Handbook

Application Instructions:

Please send resume, cover letter and salary expectations in MS Word format to HR@BeyondHousing.org. For more information on Beyond Housing, visit www.beyondhousing.org

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be a complete list of all responsibilities, duties, and skills required. Beyond Housing is an Equal Opportunity Employer.

ADA – Beyond Housing is committed to furthering the purpose of the American with Disabilities Act (ADA). The company is always willing to consider reasonable accommodations, which may allow a disabled person to perform this or any other job. The **Summary of Physical Requirements** is a list of what we believe at this point to be necessary in order to perform the essential functions of the job.

Diversity & Inclusion Statement At Beyond Housing, we are committed to promoting **Diversity, Inclusion, and Equity** throughout our organization and culture. We strive to understand and appreciate the individuality of every employee and create a better place to work for all. We nurture a culture where everyone positively acknowledges equity through action and is aware, understanding, and appreciative of diversity.

Our vision is to go beyond simple tolerance and fully embrace the things that make each person unique. We recognize that our employees' differences support our ability to advance equity for the communities we serve. Further, we understand that equity is critical to the fulfillment of our mission to help entire communities become better places to live.