

Homeowner Options for Massachusetts Elders (H.O.M.E.)

Housing Counselor

Job Description:

Homeowner Options for Massachusetts Elders (H.O.M.E.) is a private non-profit organization. Our mission is to enable low and moderate income elder homeowners to successfully age in place. Housing Counselors carry out our mission by advising clients on financial matters, assisting them in accessing available resources and benefits, and identifying viable options to financial and housing problems. Housing Counselors provide information to clients on property tax relief, home repairs, consumer protection, budgeting, debt management, public benefits, foreclosure prevention, and equity conversion options.

Specific Duties:

- Provide intake, needs assessment, and screening to potential clients by phone.
- Analyze clients' needs and eligibility for available benefits, programs, services, and loan products.
- Meet with clients in their homes to provide comprehensive counseling on a range of financial, homeowner, and elder issues.
- Communicate with clients, their family members, service providers, attorneys, healthcare providers, and lenders frequently, both verbally and in writing.
- Maintain and routinely submit accurate, timely written records including client logs, daily workload records, and statistical caseload reports.
- Provide in-service trainings to other agencies and service providers.
- Other duties as assigned by the Executive Director.

Qualifications:

A Bachelor's degree in a related field or relevant experience. Knowledge of homeownership issues, financial management, and elder services is preferred. Excellent communication, organizational, and problem-solving skills, including attention to detail, time management, and public speaking. Flexibility, diplomacy, ability to take direction and to work with others as a team. Ability to comprehend and perform complex financial transactions. Proficiency with MS Word or Open Office. A valid MA driver's license and willingness to drive on a regular basis.

Compensation:

This is a full time paid position.

Contact:

Please submit resumes to Jacob Mandell, Deputy Director for Operations, H.O.M.E., 87 Hale Street, 2nd Floor, Lowell MA 01851.