



## HomeOwnership Counseling Program Manager

### Job Description

#### **Objective:**

Avenue's HomeOwnership Center serves as Avenue's major program for helping Houstonians access the largest source of wealth creation, homeownership. Avenue pursues this work through a comprehensive education and counseling program through a combination of in-person and online services.

The Homeownership Counseling Program Manager will manage the counseling programs that are a part of Avenue's Homeownership Center. This includes **Housing Counseling** (Pre-Purchase, Post-Purchase, and Foreclosure Prevention) and **Financial Capability Counseling** (credit building, building emergency savings and asset building).

The Counseling Program Manager is responsible for conducting limited one-on-one housing and financial capability counseling sessions, overseeing the counseling staff to ensure compliance to federal regulations, funding requirements, best practices and adherence to our company policy and procedures. This position will also collaborate with the Education Coordinator to ensure adequate coverage for counseling sessions to support the flow of clients entering our overall program. In addition, the Counseling Program Manager will coordinate with other staff throughout Avenue to meet monthly and quarterly reporting requirements. An essential role for this position is to help the counselors grow in their counseling/coaching skills so they can develop professionally but also to enhance services provided to clients. In addition, the Counseling Program Manager will be included in the rotation for class instruction.

The Counseling Program Manager reports to the Director of Asset Building Programs and works in conjunction with the other staff across Avenue's departments.

#### **Job Duties:**

- Manage Avenue's housing counseling program that prepares prospective homebuyers to qualify for a mortgage and purchase a home, enables existing homeowners to successfully maintain homeownership and builds greater financial stability for residents working on essential financial goals.
- Coordinate the counseling functions of the Homeownership Center including: ensuring the client scheduling system is updated regularly, reviewing client files for accuracy and compliance, corresponding reporting, updating the process and client flows, training of staff in tools and rules and other support as necessary.
- Conduct one-on-one counseling sessions with clients on a limited basis
- Participate in the instruction of the Homebuyer Education courses and/or other workshops as needed in support of the programmatic goals and objectives.
- Responsible for improving the relevant performance metrics

- Provide regular oversight and support to new and existing counseling staff.

Supports the Director of Asset Building Programs to:

- Ensure compliance with all relevant laws and regulations.
- Maintain the standards set by the policies and procedures of the program to ensure the successful operation of the program.
- Support the accurate and timely submission of reports to HUD, NeighborWorks, and other funders as needed.
- All other tasks as requested or assigned by the Director of Asset Building Programs.

### **Experience and Qualification Requirements:**

- Bachelor's degree (J.D. or Master's degree preferred).
- Bilingual in English and Spanish is essential
- Knowledge of effective adult education techniques a plus
- Three+ years of program management experience.
- Leadership skills that reflect teamwork, integrity, effectiveness, efficiency and the ability to deliver high-quality customer service.
- Demonstrated ability in motivating a team to meet or exceed objectives.
- Ability to manage and prioritize multiple tasks.
- Strong computer data management skills.
- Effective public-speaking skills.
- Experience teaching adults utilizing adult learning techniques
- Ability to work with customers, partners and staff of diverse backgrounds.
- A positive, goal-oriented attitude.
- Strong analytical, systems and problem-solving skills to evaluate performance, prepare reports and recommend and implement solutions using independent judgment.

### **To Apply**

*Email* 1. cover letter, 2. resume *with three references* and 3. salary requirements to [employment@avenuecdc.org](mailto:employment@avenuecdc.org) Put **Homeownership Counseling Program Manager** in subject line.

### **About Avenue CDC**

Avenue Community Development Corporation is a not-for-profit organization dedicated to building affordable homes and strengthening communities. Avenue CDC was founded in 1991. Avenue CDC's homebuyer education programs serve clients from throughout the greater Houston metropolitan area.