

## NeighborWorks® Western Pennsylvania

### JOB DESCRIPTION

#### Counseling Supervisor

**Reports To:** Chief Operating and Financial Officer

**Summary:** Responsible for the supervision and expansion of all aspects of credit and foreclosure mitigation counseling. This is a working management position and the counseling supervisor will be required to continue to maintain their counseling skills by seeing approximately 10-12 clients per week on average.

#### **General Responsibilities:**

- Supervision of on-site and off-site counseling staff
- Create written counseling protocol
- Create and monitor client triage system
- Assist NWWPa in the acceptance of the National Housing Counseling Standards and monitor the on-going adherence to industry standards
- Implement production monitoring system with goals of 18 hours of billable credit counseling per week per counselor
- Assist in the establishment of marketing plans for all aspects of counseling business
- Supervise the transition from NStep to Counselor Max system by January 1, 2010
- Establish client budget, savings plan, and credit restoration as needed
- Review merged credit report and develop plan of action to mortgage readiness
- Work with lending partners to ensure client preparation for ultimate loan approval
- Counsel post-purchase clients who have delinquent mortgages or are struggling to make payments
- Assist clients in mortgage default to negotiate with loan holder(s)
- Apply to PA Homeowners' Emergency Mortgage Assistance Program (HEMAP) on behalf of client
- Teach credit and budget workshops, as well as homebuyer education as needed
- Work with staff to schedule classes, outside instructors and speakers
- Maintain client intake and Initial Contact sheets and any other related communication logs
- Responsible for the maintenance of current data and statistics pertaining to clients
- Tracks all NWWPa customers through use of NStep and Counselor Max computerized tracking system
- Compile monthly counseling production reports and submit as required to Data and Compliance Coordinator
- Market NWWPa programs to individuals directly and through civic, religious, local government, institutions and corporate organizations
- All other duties as assigned

**Minimum Qualifications:**

A bachelor's degree with five (5) years of relevant experience in the field of credit counseling and/or business management. A valid driver's license and insured vehicle. Ability to lift a minimum of 25 pounds. Willingness to travel up to 50 miles from city center to periodically perform duties in remote locations.

**Knowledge and Skills:**

Knowledge of financial and credit concepts and systems required, including credit, mortgages, and collections. Ability to build relationships, collaborate, engage in outreach, and instruct groups and individuals from diverse populations. Counseling and social work experience a plus. Proficient in the use of the Microsoft package, as well as the internet.

**Terms:**

Position is full-time and will require regular evening and occasional weekend hours. Target start date is October 15, 2009. Salary range of \$35,000 - \$45,000. Benefits package begins after probationary period.

**To Apply:**

Interested parties should submit a resume and cover letter by Friday October 2, 2009 to [cburkley@nwwpa.org](mailto:cburkley@nwwpa.org) (document should be in MS Word).