Hancock Resource Center
Stable Housing • Strong Families
Better Community

Housing Counselor

Classification: Full-time, nonexempt (36 hours).
Reports to: Program Manager
Position Overview: The Hancock Resource Center is seeking a Housing Counselor to provide case management and housing stabilization for individuals who are literally or imminently homeless. This includes housing stability plans, resource connections, and barrier resolution.

Compensation & Benefits:

- Pay starts at $18.00/hour, based on experience.
- Benefits are 100% paid by HRC, including health after 90 days, paid leave after six months, disability, life insurance, and retirement with a 3% match after one year.
- Four-day work week.

Key Responsibilities

- Earn and maintain NeighborWorks America certification as a Homebuyer Education trainer and Housing Counselor.
- Complete the HUD Housing Counselor certification course within 6 months and pass the exam within 9 months.
- Earn and maintain certifications to teach other community education programs, including home maintenance and financial capability (MoneySmart & CreditSmart).
- Assess clients' housing situations, identify needs, connect them to resources, and coordinate services on their behalf.
- Provide housing counseling and conduct educational offerings.
- Conduct regular outreach to business and community stakeholders to build the homebuyer pipeline.
- Conduct an annual community needs assessment, then design and schedule accessible educational offerings, directly or through partners.
- Evaluate program effectiveness using pre- and post-tests or other methods and analyze results to improve offerings.
- Follow National Industry Standards for Homeowner Education and Housing Counseling.
- Participate in program fundraising, holiday assistance, and other assistance programs.

Qualifications

- Bachelor's degree preferred in Social Work, Counseling, Communications, Nursing, Education, or a related field.
- Experience in case management, housing counseling, homelessness services, or human services preferred; knowledge of community resources and case management systems a plus.
- Strong communication, crisis intervention, organization, problem-solving, and multitasking skills.
- Valid driver's license, insurance, and reliable transportation required.
- Must pass a background check and drug screening.