



## **Housing Services Manager** Baltimore, Maryland

### **ORGANIZATION:**

*Park Heights Renaissance, Inc. (PHR) is a 501(c)(3) organization whose mission is the revitalization of Baltimore's Park Heights community, which comprises 13 distinct neighborhoods and more than 30,00 residents. A young and dynamic organization, PHR is implementing a master plan for the community that includes housing development, commercial redevelopment, human development and community capacity building and outreach.*

### **EXPECTATION OF ALL EMPLOYEES:**

*Employees will support the organization's mission, vision and values by exhibiting the following behaviors: excellence, competence, collaboration, innovation, respect, accountability and commitment to our community.*

### **SUMMARY:**

The Housing Services Manager will manage and further develop the Housing Counseling Program, supervise Housing Counselors, maintain the CMS and ensure the Housing Counseling Program continues to support the community with timely and relevant housing related education and services.

### **DUTIES AND RESPONSIBILITIES:**

Manage Housing Counseling program to ensure program outcomes are achieved using appropriate tracking and monitoring tools.

Manage and support work of Housing Counselors.

Ensure maintenance of proper electronic and hard copy files on each client; updating files regularly.

Ensure that individual counseling files, both hard copy and electronic, are kept to HUD standards.

Develop a pool of prospective homebuyers to match to properties in target areas.

Ensure monthly homebuyer education workshops are delivered as required.

Stay current on issues relevant to mortgage lending, changes in foreclosure laws and the availability of resources and special programs in the greater Baltimore region.

Ensure homeownership, financial education, and foreclosure prevention and transition education presentations to groups such as community organizations, PTA religious or social committees, etc.

Uphold high organizational standards.

Ensure positive and cooperative relationship with HABC and other networking partners.

Provide program improvements and staff development as indicated from monitoring tools.

Assist in marketing the available services throughout the community.

Ensure completion of monthly, quarterly and annual reports.

Maintain CMS to ensure smooth report integration with HUD.

Monitor and revise housing counseling curricula as needed to comply with HUD's Housing Counseling Program.

Monitor and revise housing counseling curricula as needed to comply with HUD's Rental Housing Counseling Program.

Prepare for external audits with HUD and CDBG.

### **EDUCATION:**

Bachelor's Degree desired but not required.

Have or be willing to obtain HUD Housing Counseling Certification.

### **QUALIFICATIONS:**

Seasoned employee with strong affiliation and understanding of the nonprofit industry or related experience in housing, lending or real estate.

Minimum of 3 years related experience required. One to three years of supervisor experience.

Strong communication counseling and computer skills a must.

Ability to work well with individuals from diverse cultural and economic backgrounds.

Solid judgment; critical thinking, organizational skills and the ability to meet deadlines.

Ability to handle multiple tasks.

Ability to function either independently or as an active team member.

Manage sensitive and confidential information with integrity.

### **Application process**

For email submission of resume and cover letter, please email [hr@phrmd.org](mailto:hr@phrmd.org). Questions may also be submitted to [hr@phrmd.org](mailto:hr@phrmd.org).

PHR is an equal opportunity employer and is open to all qualified applicants regardless of race, ethnicity and national origin, age gender, physical ability, sexual orientation, gender identity or religious affiliation.