



STRONGER COMMUNITIES. STRONGER AMERICA.

## POSITION ANNOUNCEMENT

**POSITION:** UnidosUS Counseling Connection (UCC) Housing Counselor      **OPEN:** Immediately

**LOCATION:** Phoenix, AZ      **CLOSE:** Until filled

**CONTACT:** Lizena Zambrano, UCC Program Manager      **SALARY:** Commensurate with experience

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### BACKGROUND

**UnidosUS**, previously known as NCLR (National Council of La Raza), is the nation's largest Hispanic civil rights and advocacy organization. Through its unique combination of expert research, advocacy, programs, and an Affiliate Network of nearly 300 community-based organizations across the United States and Puerto Rico, UnidosUS simultaneously challenges the social, economic, and political barriers that affect Latinos at the national and local levels. For more than 50 years, UnidosUS has united communities and different groups seeking common ground through collaboration, and that share a desire to make our community stronger. For more information on UnidosUS, visit [www.unidosus.org](http://www.unidosus.org) or follow us on Facebook, Instagram, and Twitter.

### SUMMARY

The UCC Housing Counselor will report to the UCC Program Manager and contribute by providing housing and financial literacy counseling to clients consistent with the organization's policies, procedures, and quality standards. This person will encourage individuals to take the right steps towards positive financial change. UnidosUS implemented a small, non-traditional, call center located in Arizona that connects clients to our network of community-based organizations which serves as our workforce by offering telephone and virtual counseling sessions. This position will be based in Phoenix, Arizona.

### ESSENTIAL FUNCTIONS

- Ready and able to provide services on the phone to not only resolve client issues but to share the benefits of our programs, gather information, and connect clients to our network of providers.
- Conduct one-on-one housing counseling via phone with clients referred to the UCC in respect to the following:
  - Pre-purchase counseling
  - Foreclosure counseling

- Post-modification counseling
  - Financial capability counseling
- Assess the client's financial situation based on the information provided.
  - Assist clients in developing a budget and setting financial goals.
  - Produce written action plans that support course of actions and promote client's best interests and choice of action.
  - Motivate clients to implement the established plan.
  - Manage client caseload, to include:
    - Following up with clients through the duration of the program.
    - Develop strategies for addressing financial objectives.
    - Interact with clients, in a professional, responsive, helpful, and positive manner.
    - Provide additional consultation, resources, and guidance on finance and housing issues.
    - Ensure client files are complete with required note documentations, signed disclosures/release forms, proper case management data entry, etc.
  - Participate in staff meetings and trainings as scheduled.
  - Interact with staff, funding partners, and clients in a helpful and positive manner.
  - Other duties as assigned by the supervisor.

## **REQUIREMENTS**

- Associate Degree or BA in Business, Education, Community Development or related field.
- Minimum of two (2) to four (4) years of experience working as a certified Housing Counselor.
- Telephonic or call center experience preferred.
- Steadfast commitment to UnidosUS mission, vision and values (Excellence, Respect, Accountability).
- Familiarity and commitment with the U.S. Latino community, Latino nonprofit organizations, and the Latino market a plus.
- Ability to communicate, motivate clients and colleagues to achieve goals.
- Ability to pick up on concepts quickly and exercise appropriate judgement.
- Excellent communication skills, both oral and written.
- Proven ability to handle multiple activities and meet deadlines.
- Commitment to excellence and high standards.
- At a minimum, intermediate level expertise in MS 365 Suite (Excel, Word, Teams SharePoint.)
- Ability to work independently and as a member of various teams and committees.
- Acute attention to detail.
- Bilingual preferred (Spanish-English).

**Employment with UnidosUS is contingent upon successful completion  
of a background screen.**

**Please note:** Only those applicants who submit a cover letter and résumé will be considered for this opportunity.

**SEND COVER LETTER AND RÉSUMÉ TO:**

**UnidosUS**

[hrmail@unidosus.org](mailto:hrmail@unidosus.org)

**Subject Line:** UCC Housing Counselor

**Attn:** Lizena Zambrano, UCC Program Manager

***No phone calls please!***

*EQUAL OPPORTUNITY EMPLOYER. All qualified applicants will receive consideration without regard to race, color, national origin, marital status, religion, gender, age, disability, sexual orientation, gender identity or expression, personal appearance, family responsibilities, political affiliation, or enrollment in a college, university, technical school, or adult education.*