

## The Opportunity

The Baltimore Regional Housing Partnership (BRHP), which operates the Baltimore Housing Mobility Program, is a 501(c) (3) that assists over 4,000 qualified families in moving from areas of concentrated poverty and obtaining quality and affordable housing in communities with strong schools, low crime, and ample job opportunities in high opportunity areas within Baltimore City and Anne Arundel, Baltimore, Carroll, Harford, and Howard Counties.

BRHP seeks a Housing Counselor who supports the organization's mission of providing quality housing counseling services to qualifying families moving to opportunity areas. BRHP is looking for a Housing Counselor that can effectively manage competing priorities and assist a diverse client population with adjusting to new communities. Primary duties include: conducting home visits, connecting families with resources, conducting landlord/tenant mediations, and assisting families with the move process in accordance with the program's administrative policies and procedures.

## Essential Duties and Responsibilities

*The below statements are intended to describe the general nature and scope of work for the Counseling position. This is not a complete listing of all responsibilities, duties, or skills required.*

- Work with clients in an effective manner to ensure that services improve outcomes for families choosing to live in opportunity areas
- Document, coordinate, and collaborate with external stakeholders to maximize benefits of the move to new neighborhoods within opportunity areas
- Provide case management for requests to move including: assisting with workshops; managing voucher issuance; and conducting follow-up calls or emails for all move related inquiries
- Assess move readiness based on counseling contact
- Refer families to available units in opportunity areas and plan and conduct housing search tours for individuals and groups
- Conduct independent housing searches to identify units for applicants and participants
- Provide administrative support to participants that are new to the program or seeking to move
- Communicate with property owners and participants to explain program requirements and encourage participation in the Baltimore Housing Mobility Program
- Prepare and update communications to landlords and participants
- Assist families in the development of action plans with objectives, services to be provided, milestones for completion of key elements, and timetables
- Make appropriate referrals for needed services to help remove barriers to a successful move
- Conduct home visits in alignment with targeted schedule and follow-up as needed
- Provide families with detailed information about connecting to local resources in opportunity areas
- Conduct landlord/tenant mediations

- Provide assistance with efforts of credit repair or rental history matters to assist families with tenant screening requirements
- Assist families with needed transitions after their move, including help in locating schools, churches, childcare, and employment, social and medical services
- Maintain required records of counseling services provided, and the referrals made for each family
- Determine client compliance with program policy and regulations and suggest corrective follow-up as needed
- Perform other duties as assigned

### General Requirements

- Honesty and integrity
- Professional behavior and respect for colleagues, clients and external partners
- Collaborative, supportive approach to work, open to learning new processes
- Track record of reliable attendance and punctuality
- Strong work ethic
- Ability to work in a fast-paced, team environment and manage change
- Ability to handle and prioritize multiple projects, deadlines, and excellent time management
- Experience working with a diverse population
- Business casual dress

### Housing Counselor Required Knowledge & Skills

- Ability to gain thorough knowledge of BRHP's policies and procedures
- Ability to provide effective counseling services to a diverse clientele
- Ability to interpret and explain federal and agency policies, regulations and procedures
- Knowledge of community groups and resources
- Ability to compile and organize reports
- Ability to act as a representative of Baltimore Regional Housing Partnership and effectively communicate verbally, individually, and in groups with internal and external stakeholders
- Ability to effectively deliver presentations to a group
- Ability to safely operate a motor vehicle
- Excellent written and oral communication skills
- Exceptional customer care skills
- Careful attention to detail

### Qualifications

- Bachelor's degree from a regionally accredited institution in Sociology, Psychology, Social Policy, Public Administration, or a closely related field
- 3 years of work experience in the related field
- Valid Maryland driver's license, automobile insurance, and willingness to use a vehicle to travel required

### Preferred Qualifications

- Trained in Implicit Bias and Trauma Informed Care or related model
- Knowledge of SharePoint
- Knowledge of Efforts to Outcomes (ETO) software
- Knowledge of Yardi software

### How to Apply

- Submit a cover letter tailored to the Housing Counseling opportunity and resume to [resumes@brhp.org](mailto:resumes@brhp.org).
- For more information about the organization, visit [www.brhp.org](http://www.brhp.org)
- Job Type: Full-time
- Salary: \$43,500 annually (Firm)