



## About Lawrence CommunityWorks

**Lawrence CommunityWorks, Inc.** is a community development corporation that weaves together community planning, organizing, and asset-building efforts with high-quality affordable housing and commercial development to create vibrant neighborhoods and empowered residents. By facilitating conversations and action on community priorities, LCW engages partners and a network of youth and adult residents in opportunities to move themselves and the city of Lawrence forward.

## Position: Pre-purchase Housing Counselor

The **Pre-purchase Housing Counselor** delivers comprehensive and independent education, information and guidance with the purpose of assisting participants to meet their housing needs and goals while also advocating avoidance of the dangers of predatory lending schemes and promoting civic engagement and community involvement. These housing goals include purchasing a home, maintaining a home and/or avoiding home foreclosure. The primary duties will be related to our First-Time Homebuyer Program but may be assigned duties in other areas of our housing counseling program. The services are currently provided primarily through virtual or phone meetings. When the office reopens they will also be provided through personal face-to-face counseling and group classroom education.

## Responsibilities

- Participating in the outreach and recruitment for the homeownership programs as well as other relevant programs and services offered by the organization.
- Performing classroom group homeownership education to clients, utilizing a variety of interactive techniques.
- Offering and encouraging individual counseling in conjunction with the provision of all group education.
- Providing service in a timely manner, requisite with the service need.
- Completing a formal intake needs assessment and developing a written "Action Plan" identifying goals and barriers, participant readiness in the process and, creating a reasonable completion time table.
- Closely monitoring "active", open client files with timely follow-up in accordance with the stated Action Plan.
- Where appropriate, reviewing and analyzing client's credit reports.
- Collecting and maintaining specific information from clients in accordance with all laws and governing organizations (i.e., HUD, Intermediary, etc.) and utilizing only the agency approved client management systems.
- Maintaining the highest level of confidentiality and security for all participant private information in accordance with all laws and governing organizations (i.e. HUD, Intermediary, etc.); keeping files in secured file cabinets in order to protect client privacy; scanned documents or electronic files should maintain the highest level of client security.
- Maintaining organized client files by following agency provided document checklist
- Updating and reporting accurate data for the purpose of ensuring data integrity and submitting periodic reports.
- Identifying and screening guest speakers for the programs
- Supervising any program volunteers, students, and participants
- Maintenance and retention of adults in the programs by building relationships with participants
- Motivating and supervising the development of adults within the program.
- Establishing and maintaining referral networks for individuals and families seeking services that Homeownership Counselor does not provide or possess sufficient competency to adequately and effectively deliver.



- Fostering partnerships with professionals in all aspects of the home buying process such as realtors, bankers, lawyers, home inspectors, and insurance agents.

### Qualifications

- *HUD Housing Counselor Certified or, must obtain HUD Housing Counselor Certification within 3 months.*
- Exceptional customer service skills
- High school diploma or equivalent
- Well-organized
- Energetic work attitude
- Accurate and detailed
- Data Entry and Record Keeping
- Cash Handling
- Strong sense of property and respect
- Problem-solving and critical thinking skills
- Good verbal and written communications skills
- Ability to Multi-task
- Teamwork and collaboration skills
- Bilingual - Fluent in Spanish and English
- Strong computer skills (MS Office Suite, Email, Web)
- Self-starter who can work independently
- Highly dependable, flexible and punctual
- Must have transportation and able to travel occasionally
- Analytical, results oriented, critical and independent thinker
- Excellent organizational skills and ability to proactively manage multiple priorities
- Demonstrated ability to build and maintain multi-level relationships and networks – junior and senior, for-profit and nonprofit, and with diverse backgrounds
- Willingness to learn, absorb, and practice LCW's *Network-centric* approach to community-building
- Remain focused in the face of pressure, deliver against timelines, not intimidated by tasks/time limitations
- Excellent written and oral communication and interpersonal skills
- Fluency in Spanish and English preferred

This is a full-time position of 40 hours per week, typically Monday – Friday 10 a.m. – 6p.m., **with some evenings and Saturdays required.**

### Compensation and Benefits

Salary: commensurate with experience

Benefits: Health, Life, Dental, Retirement, Vacation, Personal, Sick

**Please send cover letter and resume to:**



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