

HOUSING COUNSELOR

PURPOSE AND NATURE OF WORK

A position in this class is responsible for a particular area of counseling provided to residents of low-moderate income neighborhoods. The counseling includes, but is not limited to, housing services referral, housing maintenance, housing location and financing, and support services. Work requires considerable interaction with individuals and groups in a variety of settings, attendance at evening programs, activities, and meetings and may involve some guidance over university student interns. Work is performed under only general supervision.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Provides counseling services to individuals and groups. Areas of service may include a combination of the following: Conducts classes to explain green initiatives, upkeep and maintenance of a house, researches availability of services from various social service agencies, makes referrals for house repair and other housing services, counsels people on housing location and financing, counsels and instructs people regarding budget preparation, debt management, controlled credit use, energy conservation, family relations, parenting, substance abuse, education, and other areas depending on need. Makes referrals to other available community services as needed. Maintains necessary records of client contacts and prepares simple reports.

Performs related work as required.

NECESSARY KNOWLEDGES, ABILITIES, AND SKILLS (depending upon area of assignment)

Knowledge of special needs of low-moderate income and unemployed families and individuals.
Knowledge of HUD administered housing programs and available community services.
Knowledge of green home maintenance techniques and initiatives.
Knowledge of home management methods including basic family budgeting principles, energy conservation, and other topics related to self-sufficiency.
Ability to communicate effectively with individuals and groups from various socio-economic and educational backgrounds.
Ability to establish effective working relationships with other employees, volunteers, and other community service program personnel.
Ability to maintain records and prepare required reports.
Skill in human services counseling and referral.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a four-year college or university with major course work in the social sciences, liberal arts, or business; and experience in community services work in housing location and financing, home economics education, or housing maintenance depending on area of assignment; or any equivalent combination of training and experience.

APPRENTICESHIP

Positions in this class are assigned to an apprenticeship as defined by Civil Service Rule IV, Section 6. This requires the employee to complete certification as a HUD Certified Housing Counselor as required by the US Department of Housing and Urban Development within six (6) months for continued employment.

NECESSARY SPECIAL QUALIFICATION

Possession of a valid Louisiana Driver's License.