



HISPANIC UNITY OF FLORIDA JOB DESCRIPTION

Job Title: Housing Intake Specialist
Reports To: HUD Certified Housing Program Team Lead
Classifications: Full time, Non-Exempt
Schedule: Monday – Friday / some weekends and evenings (in-person and virtual) as needed
Date Prepared: March 2024

CHANGE LIVES AND MAKE A DIFFERENCE!

At Hispanic Unity of Florida (HUF), we change lives every single day – in small and big ways. If you want to join an exceptional organization that works tirelessly to ensure that everyone is empowered to live their American dream, please continue reading.

It is imperative that all applicants share HUF's values as it serves as the foundation for how we treat each other, our clients, our funders, and everyone we come into contact with. Those values include, but are not limited to: *Integrity, transparency, respect, dignity, accountability, diversity, and cultural awareness, commitment to excellence, collaboration and teamwork.*

Job Summary:

The Housing Program Intake Specialist will play a crucial role in assisting individuals and families in accessing housing-related services and resources. This position requires strong communication skills, attention to detail, and a passion for helping others navigate complex housing systems. The Housing Intake Specialist provides the initial screening of clients to help determine their needs and goals in the areas of housing stability and asset building. The Housing Intake Specialist collects and enters all client information into the program database and assists with required reports and file maintenance. The Housing Intake Specialist works closely with the Financial Coaches and HUD Certified Counselors to ensure proper file keeping, documentation, reporting and compliance with all funder standards. The position requires frequent contact with other HUF clients, program administrators, managers, and other stakeholders; representatives of contracted and governmental agencies to coordinate program goals and procedures.

Essential Duties:

- Conduct intake interviews with clients seeking assistance with housing-related issues, including rental assistance, eviction prevention, and affordable housing options.
- Provide information and guidance to clients on available housing resources, programs, and eligibility requirements.
- Support in the delivery of Housing Stability Counseling Services such as, Homeless Assistance, Rental Topics, Reverse Mortgage Default Counseling, and Resolving or Preventing Forward Mortgage Delinquency
- Work closely with the program team to receive all intake applications submitted by clients seeking Housing Stability Counseling Services.
- Follow up with clients via in person, telephone, and email to invite and register those seeking Housing services to attend orientations and workshops



- Coordinate and organize all educational events and workshops including preparation of handouts, packets. Education Services on: Financial literacy workshop, including home affordability, budgeting and understanding use of credit, Predatory lending, loan scam or other fraud prevention workshop, Fair housing workshop, Homelessness prevention workshop, Rental workshop, Pre-purchase homebuyer education workshop, non-delinquency post-purchase workshop, including home maintenance and/or financial management for homeowners
- Schedule monthly meetings with various speakers to prepare for the first-time homebuyer workshop. Send Outlook invitations with meeting information for the workshop's day of operation. Set the agenda for the day of the workshop.
- Responsible for reviewing all intake applications submitted and ensure that they have been completed in their entirety
- Collect and enter all client information including all required demographics into the selected housing database (i.e. WebAuthor, SAMIS and/or RxOffice)
- Coordinate and schedule appointments for the HUD certified counselors
- Collect and prepare all required documents that must be included in client files for projects under this program
- Assist in the completion of reports, including collecting success stories, demographic, narrative, Housing Counseling Detailed Activities Reports and outcome reports
- Assist the HUD Certified Housing Program Team Lead in the collection of supporting documents or related paperwork to prepare monthly invoices and quarterly reports
- Assist clients with information or referrals for other basic services as needed within Hispanic Unity programs or partner agencies
- Represent the agency in trainings and monthly check-in calls with funders and other stakeholders
- Participate in team meetings, trainings, and professional development activities as required.
- Perform other duties as requested by the HUD Certified Housing Program Team Lead

Qualifications and Job Requirements:

- Qualified candidates will have 3+ years of relevant experience in a non-profit organization. Understanding the needs of low-income communities is a must.
- Excellent organizational skills, independent and responsive with attention to details and ability to prioritize multiple tasks
- Ability to work effectively in team environment, excellent interpersonal skills with positive attitude and maximum discretion when handling sensitive and confidential information
- Customer service oriented
- Exceptional analytical and data entry skills with ability to operate computer systems and software such as Microsoft Word, Excel, Power Point, Teams, Outlook and Internet
- Extended knowledge of community and social services in Broward County
- Ability to travel independently with possession of a valid Florida Drivers' license and Insurance
- Bilingual proficiency in English and Spanish preferred.

Education and Experience:

- A minimum of an associate degree from an accredited college/university in Social Work, Human Services, or a related field OR four (4) years of relevant experience in providing administrative support for social services, financial institutions, or housing programs. A bachelor's degree is preferred.



- Preferred: HUD certification, or willingness to obtain HUD certification within the first year of employment

Working Environment:

The work for this position may be done from a remote location as well as in the office. The office is conditioned for the individual to perform the duties required in a private and confidential setting. The remote office should be held to the same private and confidential standards. The person must be able to travel back and forth from HUF locations and home as needed.

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

Hispanic Unity of Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read my job description and understand my responsibilities.

Employee Name: _____

Employee Signature _____ Date _____

Supervisor Name _____ Title: _____

Supervisor Signature _____ Date _____

This job description does not alter your "at-will" status. It is not an employee agreement or contract. Management has the right to alter this job description at any time with or without notice. Employee understands that other tasks or duties may be added or assigned from time to time, at the discretion of the administration.