

Consumer Credit Counseling Service Job Description

Job Title: Housing Programs Supervisor
Department: Housing
Reports To: Director of Program Services
FLSA Status: Exempt
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Summary Supervises and coordinates activities of counselors engaged in carrying out departmental objectives by performing the following duties.

Essential Duties and Responsibilities include the following. The Director of Program Services may assign other duties.

Oversees Housing Education programs and partnerships. On a daily basis monitors the counseling needs in relation to the demand for counseling sessions and works with the Housing Program Coordinator to add appointments where necessary. Serves as the primary liaison between CCCS and partners.

Contributes to the annual HUD grant or any other applicable grant.

Performs counseling duties when needed.

Checks voice mail messages on the daily basis, returns calls and handles requests from brokers and lenders.

Reviews work load, schedules, assignments, status of on-going work, and available counselors for work assignments and prepares reports in order to plan department activities.

Reviews and approves timesheets.

Complete timely Performance review and quarterly meetings with direct reports.

Reviews counseling sessions, reports, paperwork, and other records prepared by the counselors for clarity, completeness, accuracy, and conformance with agency policies. Performs quality improvement duties in conjunction with agency quality improvement guidelines.

Coordinates work activities of counselors with other departments to prevent delays in action required or to improve services to clients. Assists counselors with complex or unusual counseling situations.

Conducts housing education workshops in the community, and for housing partners. Responsible for community involvement with city and state agencies, participation in community-wide housing events as representative of the agency, and otherwise responsible for assisting in the implementation of the agency's strategic business development plan.

Answers questions and recommends corrective services to address customer complaints. Plans and conducts, or arranges for new and on-going training of staff.

Studies and standardizes procedures to improve efficiency of subordinates.

Works with management to establish and achieve departmental goals and to develop policies and procedures in the development of long range plans for the department.

Maintains harmony among workers and resolves grievances.

Supervisory Responsibilities

Directly supervises counselors in the Housing Department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies :

Analytical - Collects and researches data; Uses intuition and experience to complement data.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and effectively interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Delegation - Delegates work assignments; Matches the responsibility to the person; Sets expectations and monitors delegated activities; Provides recognition for results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Managing People - Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Fosters quality focus in others; Improves processes, products and services; Continually works to improve supervisory skills.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Business Acumen - Understands business implications of decisions; Aligns work with strategic goals.

Diversity - Demonstrates knowledge of EEO policy.

Ethics - Keeps commitments; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.

Judgment - Exhibits sound and accurate judgment; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives; Organizes or schedules other people and their tasks.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals.

Initiative - Undertakes self-development activities.

Innovation - Meets challenges with resourcefulness; Generates suggestions for improving work;

Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree (B. A.) from four-year college or university; and one to two years direct supervisory related experience and/or training; or equivalent combination of education and experience. Mortgage experience is necessary.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Certificates, Licenses, Registrations

Must successfully pass counselor certification examinations.

Other Skills and Abilities

Must successfully complete internal training program.

Must be able to work flexible hours as necessary. Ability to travel to workshops locations, and transport presentation materials is required. Bilingual Spanish skills a plus.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Must be able to travel between branch offices. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be able to lift up to 30 lb and travel to workshop locations and transport presentation materials.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level is usually moderate.