

**Jefferson County**  
**Position Description**

<b>Name:</b>	<b>Department:</b> Human Services
	<b>Division:</b> Economic Support
<b>Position Title:</b> Resource Counseling Specialist	<b>Pay Grade:</b> 5 <b>FLSA:</b> Non-exempt
<b>Date:</b> January 2025	<b>Reports To:</b> Economic Support Supervisor

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**Purpose of Position**

The purpose of this position is to connect clients to housing assistance and financial resources, ensuring HUD compliance and program effectiveness. This role provides direct support, oversees programs, fosters partnerships, and manages data and reporting to enhance financial stability and housing access in Jefferson County.

**Essential Duties and Responsibilities**

**The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- Attains and maintains HUD certification through required coursework.
- Assists clients in accessing housing assistance, rental support, homeownership, and rehab programs.
- Serves as Jefferson County's point of contact for Financial Empowerment Center (FEC) financial counseling providers, program partners, and funders.
- Oversees FEC program implementation, including client management systems, data accuracy, and reporting.
- Engages in community outreach to promote housing, rental, and financial counseling services.
- Builds and maintains partnerships with local businesses, lenders, realtors, landlords, and housing authorities.
- Develops and implements program timelines, work plans, and initiatives aligned with FEC and HUD goals.
- Ensures compliance with HUD regulations and reporting requirements.
- Assists clients in connecting with local nonprofits for emergency housing, food, clothing, medical prescriptions, and transportation.
- Maintains confidential client records, ensuring compliance with HUD and organizational policies.
- Prepares reports on client outcomes and program impact.
- Provides financial education on budgeting, credit building, and debt management to support long-term financial stability.
- Identifies gaps in services and advocates for expanded housing and financial resources within the community.
- Monitors and analyzes program data to assess effectiveness and recommend improvements.
- Collaborates with county departments to align housing and financial support services with broader community initiatives.
- Develops marketing and outreach materials to promote available programs and increase community engagement.
- Stays updated on HUD regulations and industry best practices to ensure program compliance and effectiveness.
- Adheres to HIPAA policies and workplace safety standards.
- Performs other duties as assigned to support program goals.
- Demonstrates reliable attendance and professional accountability.

**Additional Tasks and Responsibilities**

**While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.**

- Prepares grants for HUD funding and tracks funding opportunities.
- Performs Administrative Assistant duties as needed.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

- Associate's degree in Human Services, Social Work, Business Administration, Finance, or a related field
- OR a combination of relevant experience and certifications (such as HUD certification or financial counseling training)

### **Preferred Training and Experience Required to Perform Essential Job Functions**

- Bachelor's degree in Social Work, Public Administration, Finance, Community Development, or a related field
- Two or more years of experience in housing assistance, financial counseling, or community outreach
- Experience with HUD programs, grant writing, and database management systems (e.g., Salesforce, client tracking software).
- Bilingual in Spanish.

### **Other Requirements – Certificates/Licensures**

- HUD certification required within 6 months of employment.

### **Knowledge, Skills, Abilities**

- Knowledge of HUD regulations and housing assistance programs, including rental support, homeownership, and rehab initiatives.
- Knowledge of financial literacy concepts, such as budgeting, credit building, savings, and debt management.
- Knowledge of community resources and nonprofit services related to housing, financial counseling, and emergency assistance.
- Knowledge of grant writing and funding processes for HUD and other financial assistance programs.
- Knowledge of client management systems and data reporting tools, such as Salesforce or similar CRMs.
- Knowledge of HIPAA compliance and confidentiality requirements when handling client records.
- Knowledge of local government operations and social service programs supporting economic stability.
- Skill in strong communication and interpersonal interactions to engage with diverse clients, community partners, and stakeholders.
- Skill in program development and implementation to create, oversee, and improve housing and financial assistance initiatives.
- Skill in data collection, analysis, and reporting to ensure compliance and measure program effectiveness.
- Skill in problem-solving and critical thinking to assist clients with complex financial and housing challenges.
- Skill in grant writing and proposal development to secure funding for programs.
- Skill in public speaking and outreach to promote services and build partnerships.
- Skill in organizational and time management to handle multiple tasks and deadlines efficiently.
- Ability to build and maintain relationships with community partners, businesses, landlords, and housing authorities.
- Ability to educate and empower clients on financial stability and housing opportunities.
- Ability to adapt to changing regulations and program requirements, ensuring compliance and effectiveness.
- Ability to work independently and collaboratively in a fast-paced, client-focused environment.
- Ability to handle sensitive situations with professionalism and discretion, maintaining confidentiality.
- Ability to interpret and apply policies, regulations, and financial guidelines to client situations.
- Ability to develop and implement outreach strategies to increase program participation and awareness.
- Ability to reliably and predictably carry out one's duties.

### **Supervision**

- None.

**Physical Demands.**

**The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.**

- Primarily performs duties in an office setting, requiring prolonged periods of sitting and use of standard office equipment, such as computers, telephones, and printers.
- Frequently required to use hands to handle or manipulate objects, reach with hands and arms, and communicate verbally.
- Occasionally required to stand, walk, bend, stoop, or kneel during routine office activities.
- May need to lift or move objects weighing up to 10 pounds, such as files, documents, or small office supplies.
- Requires close vision, depth perception, and the ability to adjust focus for reviewing detailed financial documents and data.

**Work Environment.**

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

- Work is primarily performed in a standard office setting with a moderate noise level, such as from conversations, office equipment, and routine activity.
- Requires attending meetings or events outside the office, requiring travel within the county or region.
- Rarely exposed to adverse environmental conditions.

*Jefferson County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act as Amended, the County 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 and understand the duties of this job description and, by signing below; I agree that I can perform the duties of this position with or without reasonable accommodation.*

Employee

Date

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\_\_\_\_\_

Supervisor

Date

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