**Job Description**

**Tenfold**

**Housing Rights & Resources Center**

***Equal Opportunity Employer (EOE)***

**Job Title**: Mediation and Counseling Specialist

**Date of last Revision**: September 2021

# Basic Function

1. Provide mediation services and counseling for clients of the Barshinger Financial Empowerment Center (BFEC) and Housing Rights and Resources Center. To include but not limited to:
2. General Financial Counseling regarding all aspects of personal finances including Debt Management Plans (DMPs) when appropriate
3. Mediation Services
4. Homebuyer Counseling (pre-purchase/pre-closing)
5. Default Mortgage Counseling
6. Rental/Eviction Prevention Counseling
7. Reverse Mortgage Counseling (HECM)
8. Student Loan Counseling
9. Small Business Owner Counseling (SBO)

# Essential Functions – Mediation

1. Assist landlords and tenants with resolving disputes, including, but not limited to: payment of rent, Implied Warranty of Habitability, Lease Terms, and Covenant of Quiet Enjoyment

2. Ensure that a written agreement regarding the mediation is completed and distributed to all parties and stored securely in Tenfold’s files.

3. Complete a follow-up with all parties 30 days after the mediation agreement

4. Track data and outcomes through consistent program reporting.

# Essential Functions-*Counseling*

1. Assist clients to resolve their financial challenges and to achieve their goals through in-person and/or telephone counseling sessions.
2. Adhere to the BFEC counseling guidelines or protocols.
3. Advise clients about a DMP option when appropriate.
4. Provide information about and referrals to social service agencies or community programs that may be of assistance to clients.
5. Maintain complete, accurate and up-to-date client files, including client intake information, budgets, action plans and any other documentation provided by clients during the course of counseling.
6. Timely data entry of required client information and counseling log notes in the appropriate database.
7. Maintain regular contact with clients as necessary per counseling guidelines.
8. Provide these counseling services at off-site satellite locations when requested by Director of Financial Empowerment and/or as mutually agreed.

# Other Functions

1. Participate in staff meetings and training. (Overnight travel may be required for some training)
2. Represent Tenfold, the HRRC, and the BFEC at community meetings when requested.
3. Maintain required certifications.
4. Perform other tasks assigned by the YRSN Program Manager and/or the Director of Financial Empowerment

# Counseling Certifications required within 3-18 months from hire date (subject to change)

1. HUD (HUD Exam): Covers all aspects of financial and housing counseling
2. National Foundation for Credit Counseling: Financial and Student Lending certifications
3. NeighborWorks America: Homebuyer, Default Mortgage, and Rental certifications
4. Pennsylvania Housing Finance Agency (PHFA): Homebuyer and Default certifications

# Supervision Exercised

None.

# Supervision Received

Responsible to the York Rental Stability Network Program Manager. Additional supervision and guidance will be provided by the Director of Financial Empowerment.

# Minimum Knowledge, Skills and Abilities

1. A Bachelor’s degree in housing, finance, social work or a related field is *preferred*, or a 2 year degree in counseling, finance, business or related field. 2+ years of relevant Job Experience may be considered in lieu of degree.
2. Demonstrated personal financial management skills and experience.
3. English fluency required, bi-lingual Spanish strongly preferred.
4. Strong organizational and time management skills.
5. Excellent communication skills, including writing, speaking, and listening skills.
6. Computer-literate, with good knowledge of Microsoft Office applications.
7. Sensitivity to cultural and socioeconomic characteristics of the client population served.
8. A commitment to empowering others to resolve their own challenges and a conviction about the capacity of people to grow and change.
9. Ability to establish a respectful relationship with clients to help them enhance skills and confidence.
10. Capacity to maintain a helping role while setting appropriate limits.
11. Ability to work collaboratively with other staff and service providers.

# Requirements

-Full time, 40 hours per week. Occasional evenings and weekends as needed

-Reliable and legal personal vehicle (Inspected and insured) and an active valid driver’s license

-Willingness to travel to meet clients in York and surrounding counties as needed

# Classification

This position is classified as non-exempt from overtime and compensation is paid on an hourly basis.

The above is intended to describe the general content of, and requirements for, the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

I have read and understand the responsibilities and requirements of this position for which I have been employed by Tenfold.

Signature of Employee Date \_\_\_\_\_\_\_\_