



# Westchester Residential Opportunities, Inc.

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## Housing Retention Counselor

### Position Purpose

Provide assistance to the Program Coordinator in the planning, design, implementation, and evaluation of the Eviction Prevention program.

### Essential Job Responsibilities

- Financial Assistance: The WCEPP team will assess clients who have been denied assistance by DSS and determine if qualified to receive assistance for eviction arrears, first month's rent, security deposits and/or moving expenses. The team's assessment of financial viability will use the forms and processes established as a nationwide standard established for HUD-Certified Housing Counselors. The team will provide financial assistance to those deemed eligible.
- Utility Arrears: The WCEPP team will assess clients to determine if they are eligible to receive utility arrears assistance provided that the household has received termination notice and termination will result in eviction or temporary displacement. The team must communicate with the WCDSS contact prior to determining eligibility.
- Mediation Services: The Housing Retention Counselors and Program Coordinator will mediate between the landlord and tenant to resolve rent arrears in order to maintain tenant housing. The WCEPP team will also work with Section 8 families to restore certificate if voucher has been rescinded.
- Budget and Financial Education: The Housing Retention Counselors will provide individual and group budget counseling and financial education using the forms and processes defined by HUD as best practices for HUD-Certified Housing Counselors.
- Assessment and Referral: The Counselors will assess clients' needs related to housing retention, develop a written Individual Service Plan (ISP) for each accepted participant, and link them to appropriate benefits, services and resources.
- Case Management: The Housing Retention Counselors will continue to help WCEPP participants access new services and benefits to enhance financial self-sufficiency and housing retention for up to one year after providing emergency financial assistance. Part of our team's focus will be on helping clients become linked effectively with ongoing case management or care coordination.
- Co-Located Services: The full-time Housing Retention Counselor will be assigned to work out of co-located space in the White Plains DSS district office. The part-time

Housing Retention Counselor will be assigned to work out of co-located space in the Peekskill DSS district office. The Housing Retention Counselors will also meet with clients as needed in WRO's main offices in White Plains or in other community settings, *e.g. accompanying* clients to meet with landlords to provide translation and advocacy services.

- CoC Collaboration: The Housing Retention Counselors will enter data appropriately into HMIS software and follow all applicable CoC regulated policies.
- Billing: The Housing Retention Counselors will help maintain records and receipts for all program expenses.
- Other Duties: The Housing Retention Counselors will perform any other lawful and reasonable duties assigned by their supervisor.

### **Minimum Job Requirements:**

Minimum job requirements for this position include a college Bachelor's degree, at least 3 years of experience in housing counseling or a related field, bilingual fluency in Spanish and English, cultural competence to work effectively with our targeted clients, and a working knowledge of public benefits and entitlements. Preference will be given to candidates familiar with our target communities and those with access to a car for work-related travel. Candidates must complete the required online training and receive certification as a HUD-Certified Housing Counselor within the first year of employment.

### **How to Apply:**

Please email a resume, salary requirements and a letter explaining your interest in the position referencing **Eviction Prevention Housing Retention Counselor** to:

Human Resources Director  
Westchester Residential Opportunities  
470 Mamaroneck Avenue, Suite 410  
White Plains, NY 10605  
Email: [payroll@wroinc.org](mailto:payroll@wroinc.org)