

Hawaiian Community Assets

Job Title: Lead Housing Specialist (Maui)

Employment Type: Full-Time

FLSA Status: Non-exempt

Department:

Reports To: Program Manager

Job Summary

Reports to: Program Manager

Location: Hybrid, based in Hawai'i (with occasional in-person engagements)

Status: Full-time, 32 hours/week

Compensation: \$62,000/year + benefits

Organizational Overview

Hawaiian Community Assets (HCA) is a HUD-approved housing counseling agency and nonprofit 501(c)(3) organization committed to building the capacity of low- and moderate- income communities in Hawai'i to achieve and sustain economic self-sufficiency, with a particular focus on Native Hawaiian communities.

Position Summary

The Lead Housing Counselor provides comprehensive housing counseling services while supporting the team's Program Manager with leading and supporting a team of housing counselors. The position leads case management efforts, facilitates group education workshop, drives outreach and partnerships, ensures compliance with HUD and organizational standards, and supports internal capacity building. The Lead Counselor will also serve as a subject matter expert and trainer for new or existing staff, supporting quality service delivery and performance excellence across HCA's Financial Opportunity Centers.

Qualifications

Minimum Requirements

*HUD Housing Counselor Certification (or ability to secure within first 6 weeks of employment)

*High School Diploma/GED (required); Bachelors degree preferred

*1+ year experience in case management, housing, finance, or education

*Strong verbal and written communication skills

*Ability to facilitate group trainings and one-on-one sessions effectively

*Comfortable working independently and within a remote, collaborative team

Preferred Qualifications

- *Basic understanding of Department of Hawaiian Home Lands (DHHL) and housing programs
- *Familiarity with financial coaching, credit counseling, lending practices, or mortgage assistance
- *Willingness to travel inter-island and work flexible hours, including weekends
- *Proficiency in Microsoft Office, Zoom, Teams, and cloud-based databases (e.g., OTIS)

Benefits

- *Health, dental, and life insurance
- *Paid Time Off (after six months of employment)
- *401(k) with employer match (after one year)
- *Flexible Spending Account (FSA)
- *Professional development opportunities locally and nationally

Essential Duties

- Leadership & Supervision

- *Provide mentorship and support to a team of 1-2 housing counselors
- *Participate in team hiring, onboarding, and training processes
- *Assist Program Manager with day-to-day operations and office coordination
- *Assist Program Manager in ensuring team meets performance goals and standards
- *Support Program Manager in program development and staff evaluations
- *Serve as point-of-contact if the Program Manager is not available

- Service Delivery

- *Deliver one-on-one housing counseling and financial coaching to clients
- *Conduct financial and housing education group workshops
- *Assist clients with accessing community resources
- *Maintain accurate and timely client case files using OTIS or other platforms
- *Support clients in achieving housing and financial milestones through tailored education, action planning, and navigation of required documentation and processes
- *Connect clients with relevant wraparound services and community resources that promote long-term financial security, economic mobility, and housing stability.

- Program Coordination & Outreach

- *Promote HCA services to residents, employers, nonprofits, developers, and government agencies
- *Coordinate with external partners to host workshops, webinars, and community events
- *Manage and Coordinate outreach events and communications that align with yearly Outreach Plan
- *Attend stakeholder meetings, as requested by Program Manager

Secondary Duties

- Compliance & Reporting

- *Ensure all counseling services adhere to HUD's National Industry Standards
- *Maintain records in compliance with HUD, USDA, and HCA policies
- *Monitor and report on client pipeline, referrals, and service outcomes
- *Support audit and quality control activities as directed, including file auditing
- *Assist with preparing reports as requested to facilitate grant applications and to address inquiries from internal and external sources

- Training & Capacity Building

- *Support staff by sharing best practices and coaching
- *Participate in team meetings, cross-training, and special project coordination
- *Update training materials and provide technical assistance to certified trainers

Supervisory Responsibilities

Directly supervises 2 non-supervisory employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Certification and Licensing

- HUD Housing Counseling Certification