

HAWAIIAN COMMUNITY ASSETS

Job Description

Housing Specialist

Reports To: Program Manager | **Location:** Hybrid (Hawai'i residents only)

Schedule: 32-hour workweek, 4-day full-time | **Salary:** \$60,000 annually

Position Summary

The Housing Specialist plays a pivotal role in delivering direct services to clients of Hawaiian Community Assets (HCA). This includes providing financial and housing education, individualized coaching, and case management. This role ensures compliance with HUD standards while supporting clients in achieving their financial and housing goals.

Key Responsibilities

Service Delivery

- Facilitate financial and housing education group workshops
- Deliver one-on-one housing counseling and financial coaching to clients
- Manage case files for HCA clients from enrollment through exit, including identifying support with rental deposit, down payment, closing cost assistance programs, and affordable housing opportunities and resources
- Refer clients to employment coaching, small business training, and additional resources to address their financial and housing needs
- Support in loan closings with qualified homebuyers and consumer loan borrowers
- 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

Outreach and Partnerships

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

Compliance and Quality Control

- Maintain accurate and timely client case files using CRM platform
- Document all client communications, including dates, methods of contact, and summaries of discussions, to maintain a comprehensive client history
- Conduct thorough financial assessments for each client, analyzing income, expenses, debts, and assets to develop accurate financial profiles

- Assist clients in creating realistic monthly spending plans aligned with their financial goals and obligations
- Adhere to high ethical standards and comply with all applicable regulations, including National Industry Standards for HUD housing counseling agencies
- Maintain client communication in accordance with HUD and USDA regulations and standards
- Attend weekly and monthly team meetings with the Program Manager and/or HCA Executive Staff to review client pipelines and participate in training

Qualifications

Required

- Proficiency in Microsoft Office programs (Word, Excel) and online platforms (Zoom, Microsoft Teams)
- Strong oral and written communication skills
- Comfortable speaking one-on-one with individuals and in front of families and groups
- Strong team player who can also work independently
- HUD Housing Counseling Certification (to be secured within the first 6 weeks of employment)
- Ability to teach in group settings
- Must be at least 18 years old and possess a High School Diploma or GED
- Valid driver's license

Preferred

- Knowledge and understanding of Hawaiian culture, values, and traditions
- Experience in finance, housing, lending, or education
- At least 1 year of case management experience
- Basic understanding of Hawaiian Home Lands and the Office of Hawaiian Affairs
- Willingness to travel and work evenings and weekends when necessary

Physical Requirements and Work Environment

- Must be able to safely and independently navigate stairs to access office facilities
- Must be able to work in an in-office setting up to four days per week as part of the hybrid work schedule
- Must be able to lift and carry up to 25 pounds of equipment and materials for outreach, workshops, and community activities

Compensation and Benefits

- Salary: \$60,000 annually
- Paid Time Off available after six months of employment
- Benefits: Healthcare, Temporary Disability, Workers' Compensation, Group Life Insurance, Dental Insurance, Flexible Spending Account

- 401(k) with employer match after 5 years of employment
- Professional development training opportunities in Hawai'i and the continental United States

Schedule and Work Location

This is a 32-hour workweek, 4-day full-time position. The position is hybrid and open to qualified applicants who reside in Hawai'i. Core hours are Monday through Friday, 8:00 a.m. – 5:00 p.m., with occasional evenings and weekends as needed.