



JOB DESCRIPTION

ORGANIZATION NAME: Central Massachusetts Housing Alliance, Inc.

POSITION: Assistant to the Housing Counselor Program **SUPERVISOR:** Director, Prevention & Eviction

STATUS: Full time, non-exempt

WORK SITE: CMHA 6 Institute Road, Worcester, MA

SCHEDULE: **BASIC FUNCTION:**

The Housing Counseling Assistant is responsible to provide day to day support to the Prevention Eviction team.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Work with the Prevention/Eviction team during Housing Counseling hours to triage clients
2. Respond to emails and other inquiries regarding assistance for funding
3. Download the Housing Counseling phone lines daily and return calls in a timely manner
4. Prepare client file for the Prevention Eviction staff and ensure all proper documentation has been submitted to complete the application
5. Contact clients and landlords to collect required documents needed to release funding
6. Assist Prevention Eviction team with filing, photo copies and daily tasks
7. Review files to present to the Eviction Prevention Director for the approval or denial of prevention funding, including payment authorization and tracking changes in funding requirements and/or concerns regarding funding resources
8. Prepare files for the accounting department
9. Send letters for approvals and commitments to those assigned to the file
10. Enter approved files /checks into the data base
11. Assist with managing electronic applications
12. Participate in conference calls with DHCD and community meetings
13. Other duties as assigned by the Director of Prevention & Eviction, Executive Director or designee.

QUALIFICATIONS:

The candidate would have a High School Diploma or HISET. Proficient in Microsoft office, data base entries and excel. Ability to work collaboratively as a team. Strong organization skills, excellent customer service and sensitivity towards the needs and challenges of families served, interest to learn. Willingness to learn.

PHYSICAL REQUIREMENTS OR ESSENTIAL ABILITIES:

N/A

HOW TO APPLY:

Interested candidates please send cover and resume to: Ann Gibbons Smith at, agibbonssmith@cmahonline.org