

Housing Resource Consultant - Springfield

Are you interested in work that makes a difference in the lives of others? At Way Finders, we light pathways and open doors to homes and communities where people thrive. The largest nonprofit housing provider in Western Massachusetts, Way Finders also specializes in housing counseling, financial and first-time homebuyer education, employment training, neighborhood revitalization, and a variety of other services throughout the region. The need for Way Finders' programs and services is great and continues to grow each year. Whether a person is experiencing a housing crisis, in need of rental assistance, or ready to purchase a first home, our Housing Centers provide a welcoming, accessible space for counseling, assistance, training and placement, and ongoing support. During our last fiscal year, Way Finders services impacted 52,000 men, women, and children in the region. Stable housing is the platform upon which we work with our clients to help them to meet their own goals and to thrive. As families thrive, so do the communities in which they live.

Way Finders is a mission-oriented, nonprofit organization offering a fast-paced, professional work environment focused on achievement. We employ individuals with a strong commitment to excellence, a collaborative nature and the desire to make a difference. **Way Finders currently has an exciting opportunity for a Housing Resource Consultant. The Housing Resource Consultant provides information and referral, and brief counseling to empower tenants, landlords, homeowners, and community members to make sound decisions concerning their housing needs.** The Housing Resource Consultants are the first stop for callers, clients and visitors at our Housing Centers.

Responsibilities Include:

- Provide friendly and helpful service to all callers, clients and visitors to Housing Centers;
- Educate consumers about tenant and landlord rights and responsibilities; rental assistance, homebuyer readiness information and available community resources;
- Assist clients with housing search resources and tools, effective problem solving, and options planning to address housing needs;
- Conduct Assessments and provide information, education, and referral on appropriate resources when necessary;
- Respond to general inquiries and provide general program literature, forms, and resource information to visitors/callers within established parameters; refer to appropriate staff members for further assistance, including financial assistance programs;
- Receive, respond and/or refer incoming calls to appropriate individual;
- Maintain log of incoming visitors and documentation; including but not limited to "real time" data entry in CMS database system;
- Document all calls from switchboard in CMS database;
- Ensure all calls are responded to in a timely response, including all forwarding all inquiries from government offices, housing court, legal services and other applicable agencies;
- Maintain adequate supply of up-to-date program materials and forms in reception and resource areas in Housing Centers;

- Manage, organize and update information in all required databases and software applications;
- Receive, sort, deliver, and date stamp incoming mail and packages. Prepare outgoing mail as necessary;
- Responsible for all administrative duties, including assessments and client appointments as needed;
 - Work collaboratively with the teammates in preparing/planning workshops for tenants and landlords;
 - Establish and maintain strong, collaborative relationships with internal staff and departments, landlords/owners, community groups and agencies;
 - Perform general clerical duties, (including but not limited to) scanning, filing, faxing, copying, preparing correspondence and reports.

Requirements Include:

- 2 years post-high school or equivalent experience
- 3-5 years' administrative/customer service experience, preferably in Social Services
- Demonstrated ability to communicate clearly and effectively (both verbally and in writing);
- Computer proficiency, including Microsoft Office applications
- Ability to organize and prioritize effectively in a fast-paced environment;
- Excellent problem-solving and networking skills
- Knowledge of Way Finders programs, contacts and procedures
- Knowledge of community resources
- Bilingual (Spanish/English) required

Wage between \$15.00 - \$\$17.67/hr depending on education and experience. Interested applicants must submit resume and cover letter. Applications accepted until position is filled.

Way Finders is an Equal Opportunity Employer that seeks a diverse staff in order to reflect our community and those we serve. Qualified individuals from diverse backgrounds are strongly encouraged to apply. This position is available to all without regard to race, color, religion, national origin, disability, age, gender or gender identity, sexual orientation, political affiliation or veteran status. We provide reasonable accommodation for qualified individuals.

How to Apply:

Apply online at <https://jobapply.page.link/88kA>