

DANE COUNTY HOUSING AUTHORITY HOUSING COUNSELOR

DEFINITION

Under general supervision, provides Dane County residents (primarily low and moderate income persons) assistance in locating rental housing and applying for federal home purchase programs and/or housing rehabilitation loan and grant programs; to provide counseling to assist persons solve housing-related problems; and to establish good working relationships with other human service agencies in the county and to refer individuals to the appropriate agency for help in resolving their problems. Performs related work as required.

EXAMPLES OF DUTIES

1. Assist low-income families and individuals, elderly and disabled persons to locate appropriate housing.
2. Prepare and keep current a list of available housing units.
3. Respond to requests for information about housing programs available in Dane County.
4. Provide information to Dane County residents about the various Dane County Housing Authority (DCHA) programs and services, such as: the CDBG housing rehabilitation program, the Section 8 Rent Assistance program, and the public housing program.
5. Provide credit counseling, budgeting, and budget management advise to low and moderate income residents to assist them in achieving financial stability.
6. Assist landlords and tenants in resolving disputes regarding such issues as poor housekeeping, delinquent rent, security deposits, etc., and make referrals to appropriate agencies for legal information and advice.
7. Refer DCHA clients to appropriate human service agencies for assistance in solving problems/meeting needs other than those related to housing.
8. Prepare a contact sheet on all counseling contacts and incorporate the contact sheet information into a monthly report.

EMPLOYMENT STANDARDS

Preferred Knowledges and Abilities: Prefer knowledge of fair housing laws, tenant/landlord laws, and housing assistance programs. Knowledge of Dane County area rental housing market is desirable. Needs excellent communication and interpersonal relations skills.

Special Requirements: Possession of or eligibility for a valid Wisconsin driver's license and access to personal transportation.