



HISPANIC UNITY OF FLORIDA JOB DESCRIPTION

Job Title: Housing Program Specialist
Reports To: Housing Program Team Leader
Classification: Part-Time
Schedule: This position is part-time, with a schedule ranging from 25 to 29 hours per week.
Date Revised: May 2026

CHANGE LIVES AND MAKE A DIFFERENCE!

At Hispanic Unity of Florida (HUF), we change lives every single day – in small and big ways. If you want to join an exceptional organization that works tirelessly to ensure that everyone is empowered to live their American dream, please continue reading.

It is imperative that all applicants share HUF's values as it serves as the foundation for how we treat each other, our clients, our funders, and everyone we come into contact with. Those values include, but are not limited to: *Integrity, transparency, respect, dignity, accountability, diversity, and cultural awareness, commitment to excellence, collaboration and teamwork.*

Position Overview:

The Housing Specialist supports the Housing Counseling Program by assisting certified Housing Counselors with case preparation, client engagement, and program coordination across key service areas, including pre-purchase counseling, foreclosure prevention, eviction prevention, rental assistance, and housing stabilization.

This role is critical to ensuring high-quality service delivery, timely client engagement, and compliance with HUD guidelines and National Industry Standards. The Housing Specialist does not independently provide housing counseling, but instead supports counselors in delivering effective and compliant services.

This position is also designed as a pathway toward HUD Housing Counselor Certification and career advancement within the Housing Counseling Program.

Essential Duties:

Client Intake and Case Preparation

- Support the intake process by preparing materials, organizing documentation, and ensuring completeness of client files prior to counselor-led sessions
- Prepare, review, and organize client case files, including income verification, bank statements, credit reports, rental ledgers, mortgage documents, and hardship documentation



- Ensure files are complete, accurate, and ready for counselor review in a timely manner

Program and Counselor Support

- Assist Housing Counselors across program areas, including pre-purchase counseling, foreclosure prevention, eviction prevention, and rental assistance
- Provide administrative and technical support by preparing case information related to mortgage and housing concepts (e.g., loan terms, interest rates, amortization, escrow) for counselor review
- Facilitate communication between counselors and clients to facilitate efficient case progression

Client Engagement and Follow-Up

- Conduct client follow-up under counselor supervision via phone, email, or text to obtain documentation, confirm next steps, and maintain engagement
- Ensure timely follow-up with clients (e.g., within 48 hours of contact or request)
- Support client retention and movement through the housing counseling process

Workshops and Program Activities

- Assist in confirming and coordinating participant attendance for workshops, orientations, and housing sessions, maintaining a target confirmation rate of at least 80%
- Conduct post-workshop and post-orientation follow-up to encourage participation in one-on-one counseling services
- Support the planning and execution of educational workshops, including first-time homebuyer, rental readiness, and financial literacy sessions
- Serve as workshop support staff or co-presenter when assigned, delivering approved program content under supervision

Outreach and Community Engagement

- Support outreach and community engagement efforts, including coordination with referral partners, community-based organizations, and housing industry stakeholders to increase program participation and access to services.
- Assist with event coordination and promotion of housing counseling services to increase program visibility and participation

Compliance and Documentation

- Support and assist in ensuring all client files meet HUD requirements and National Industry Standards



- Maintain organized and complete documentation, including required forms, disclosures, and case notes under counselor supervision
- Assist in internal file reviews and quality control processes to ensure compliance and readiness for monitoring

Administrative and Team Support

- Participate in team meetings, trainings, and professional development activities
- Maintain accurate data entry in program databases and tracking systems
- Adhere to all organizational policies, ethical standards, and confidentiality requirements

Qualifications and Skills:

- Associate's or Bachelor's degree in finance, business, real estate, social services, or related field, or equivalent experience (1–2 years minimum)
- Background in mortgage lending, loan processing, servicing, loss mitigation, or rental assistance preferred
- Strong understanding of financial documents (income, credit, taxes, bank statements)
- Excellent organizational skills and attention to detail
- Strong communication and client engagement skills
- Bilingual (English/Spanish) required; Creole a plus
- Ability to manage multiple tasks and meet deadlines in a fast-paced environment
- Strong customer service orientation with a focus on empathy and professionalism
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint) and database systems

Additional Requirements:

1. Strong interest in obtaining HUD Housing Counselor Certification
2. Ability to work flexible hours, including evenings and weekends
3. Reliable transportation and ability to travel locally
4. Ability to pass a Level 2 background check
5. Commitment to maintaining confidentiality and professional standards

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

Hispanic Unity of Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



I have read my job description and I understand my responsibilities.

Employee Signature : _____ Date: _____

Program Manager Signature : _____ Date : _____

"This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice".