



JOB ANNOUNCEMENT

Housing Counselor

Who we are

The East Palo Alto Community Alliance and Neighborhood Development Organization (EPACANDO), a community-based, member-controlled non-profit, was chartered to advance “progress” on the community’s own terms, to assure that community members are the primary beneficiaries of that progress, and that residents who committed themselves to community well-being can thrive in place, and do. Since its inception in 1990, EPACANDO has developed 350 permanently affordable rental homes and helped over 3,500 low-income residents gain or retain homeownership.

What we do

As mentioned above, we develop permanently affordable housing here in EPA, and we offer housing-related counseling. This year we are launching or expanding two programs, one to help low-income homeowners build or install *accessory dwelling units* (ADUs) to help meet local needs for housing, the other to oversee and expand *permanently affordable homeownership* opportunities.

Housing Counselor Positions

Our housing counselors give workshops and take appointments to empower clients to find workable housing solutions. Clients may be local tenants, landlords or homeowners. Often our housing counselors refer clients to resources and/or to other agencies. For our key programs our housing counselors provide more in-depth counseling, develop new resources, and reach out to inform the community. Key programs and audiences include

- tenants looking for affordable housing,
- homeowners keeping and preserving their homes,
- homeowners building accessory units they can rent out,
- running the City’s “affordable homeownership” program,
- helping tenants and homeowners with housing-related financial education

We intend to hire several Housing Counselors at a range of experience levels.

Key Responsibilities

- Understand and communicate effectively to clients and general audiences about a wide range of housing challenges and potential resources relevant to East Palo Alto tenants and homeowners.
- Deliver community outreach, public relations, speaking engagements, and workshops as needed
- Maintain effective relationships with co-workers, clients, business partners, and service providers
- Co-develop and meet program performance objectives
- May supervise more junior Housing Counselors, assign work, set training and performance goals, complete reviews
- Learn and become an effective and efficient counselor to homeowners who are assessing, planning, financing, constructing and renting accessory dwelling units (ADUs)
- Learn and become an effective and efficient monitor and trusted advisor to homeowners who own, buy, sell and refinance homes in the City of East Palo Alto’s “Below Market Rate” (BMR) program



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- Maintain client and program records, including in various customer resource management (CRM) and Housing Management Information System (HMIS) applications

Essential Proficiencies

- Project management: planning, executing, expediting, troubleshooting, process coordination
- Grant management/accountability/reporting; assuring compliance with funders' requirements
- Ability to work effectively with co-workers, clients, community organizations and public officials
- Strong financial and analytical skills, budget preparation, financial analysis, expense control
- Effective written and oral communication; good listener; clear communicator
- Competence in Word, Excel, Powerpoint and email
- BA degree in business, public policy or other relevant field with 3 years experience

Additional Qualifications

- Multi-language fluency, especially Spanish
- Reviewing legal documents, editing
- Experience working in a public agency or public-interest nonprofit
- Able to create and implement community outreach plans in relationship to specific programs
- Build and maintain community presence and represent EPACANDO at gatherings
- Competence in G-suite, Wordpress, ArcGIS, Salesforce or equivalents
- Academic preparation relevant to urban studies, community organizing, housing
- Additional experience in relevant positions is considered a positive
- East Palo Alto resident, ideally long-term

To Apply: Please send a cover letter and resume to: Anna Turner, Project Coordinator, at aturner@epacando.org Upon receipt, we will send you a confirmation by email. If you don't hear back within two days, please follow up via email and/or phone.

Deadline: No deadline, position will be open until filled

Salary: Negotiable, commensurate with experience; \$60,000 to \$72,000.

Benefits: Paid time off, medical, dental and vision insurance

Status: Housing Counselor position is FSLA exempt

Location: 2369 University Avenue, East Palo Alto, CA 94303

Website: www.epacando.org

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