



Urban League of Broward County

Job Vacancy Posting

Title: HUD Certified Housing Counselor
Division/Team: Housing
Revision Date: August 2026

Purpose of Position

The HUD-Certified Housing Counselor provides comprehensive counseling to individuals and families seeking support with homeownership, rental housing, foreclosure prevention, credit improvement, budgeting, and long-term housing stability. This role maintains certification through the U.S. Department of Housing and Urban Development (HUD) and follows all HUD guidelines and ethical standards.

CERTIFICATION Required:

- HUD Certification required; however, if hired, will be granted the opportunity to become HUD certified within 90 days of hire. Employees who earn the HUD certification within 90 days of hire receive a 3–5% rate increase.
- Applicants with certifications from the NeighborWorks Center for Homeownership Education and Counseling (NCHEC) will be given higher consideration in the applicant pool.

CORE DUTIES and RESPONSIBILITIES (Abbreviated):

Counseling Services

- Provide one-on-one and group housing counseling in the areas of:
 - Pre-purchase/homebuying education
 - Post-purchase education
 - Credit and budget counseling
 - Rental counseling
 - Foreclosure prevention and loss mitigation
- Assess clients' financial and housing situations, develop action plans, and provide ongoing support to help clients achieve housing goals.
- Interpret client credit reports to assess financial health; provide guidance on improving credit scores and resolving negative accounts as part of the housing readiness process.
- Evaluate client income, expenses, and debt to determine affordable housing options and develop sustainable household budgets.
- Assist clients at risk of foreclosure by reviewing their mortgage status, evaluating hardship circumstances, and explaining available loss mitigation options (e.g., loan modification, repayment plans, forbearance, short sale, deed-in-lieu).
- Assist renters in understanding lease agreements, tenant rights and responsibilities, and strategies for maintaining stable housing.
- Guide clients through available local/state rental assistance programs and connect them with legal aid or emergency resources when needed.

Compliance and Documentation

- Maintain accurate and up-to-date client files and records in accordance with HUD, agency, and grantor requirements.
- Maintain and manage an average caseload of 50 clients, ensuring timely follow-up, progress tracking, and documentation in compliance with HUD and agency standards.
- Enter data into required databases (e.g., CounselorMax and other systems as required).

Outreach and Education

- Conduct the First Time Homebuyer/Post Purchase workshops and seminars on topics such as homebuyer education, financial literacy, and tenant rights. Workshops are held weekdays and weekends accordingly.
- Partners with community organizations, lenders, realtors, and public agencies to promote housing counseling services and expand client outreach.

Program Development and Support

- Assist in the development and implementation of housing-related programs and materials.
- Stay updated on housing policies, HUD regulations, and best practices through continued education and professional development.
- Support agency reporting and funding efforts by contributing data and narratives for grants and audits.

Team Collaboration

- Participate in staff meetings, training, pre-implementation and community events.
- Work collaboratively with internal departments and external partners to coordinate client services and referrals.

EDUCATION AND/OR EXPERIENCE:

Bachelor's Degree in the field of business, counseling, social work, education or related human service field. An Associate's Degree may substitute with at least two years of related experience.

OTHER SKILL, ABILITIES, AND QUALIFICATIONS:

- Demonstrated experience in conducting financial literacy trainings, counseling, writing, and documentation of case narratives and progress notes.
- Experience in conducting community outreach and presentations.
- Knowledge of community and target neighborhoods a plus.
- Bilingual (English and Spanish or French or Creole), a plus.
- Must work effectively with persons of all ages and diverse backgrounds, skills and abilities.
- Willing to work some evenings and weekends.
- Must be able to operate a personal computer using Microsoft Office Suite.
- Ability to carry out responsibilities with flexibility to adapt to changing organizational needs.
- Positive and team-oriented attitude.

Other

- Must have a valid Florida driver's license and reliable transportation.
- Must be able to pass a level two criminal background check and drug screening.

Submit Resume and Cover Letter to:

hiring@ulbcfl.org

THE URBAN LEAGUE OF BROWARD COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER