



## Houston Community Land Trust Homebuyer Advocate Job Description

### Description

Houston Community Land Trust (HCLT)'s mission is to make affordable homeownership achievable for limited-income households in Houston, Texas. We connect income-qualified homebuyers to perpetually affordable homes in neighborhoods across the city. HCLT also provides stewardship services and long-term support necessary for HCLT homebuyers to be successful in homeownership.

HCLT seeks a full-time **Homebuyer Advocate** to join its staff. This position acts as an advocate and resource for HCLT applicants from initial intake and qualification to the closing of the home purchase. The **Homebuyer Advocate** will work one-on-one with assigned HCLT applicants as their primary contact and representative at HCLT, facilitating their advancement through the application intake and homebuying process. This position will also conduct and/or provide support for HCLT information sessions that are open to all interested homebuyers, sometimes outside of regular business hours. This position will also be responsible for answering homebuyer inquiries on HCLT's main phone line during regular business hours.

### Responsibilities

#### A. Homebuyer Support and Advocacy:

- Conduct new applicant intake and direct inquiries to HCLT's online application process.
- Review applications to the HCLT program and assess applicant preparedness and eligibility to purchase a HCLT home.
- Meet with applicants and advise on their program eligibility and any additional steps necessary to qualify. Occasional meetings outside of regular business hours may be required based on applicant availability.
- Clearly and accurately counsel applicants on the unique rights and responsibilities of community land trust homeowners and educate applicants about the community land trust model, as well as available alternatives.
- Assist applicants in identifying personal financial goals and refer applicants to the relevant resources and organizations to help them reach those goals (including, as appropriate, credit assistance organizations, pro bono legal counsel, homebuyer education courses, mortgage lending resources, local government resources, and alternative housing assistance programs).
- Assist applicants in preparing and submitting packets for City of Houston income and disaster eligibility review.
- Assist applicants in applying for mortgage financing from HCLT-approved lenders.
- Advocate for applicants throughout each step of the application and purchase process and provide ongoing applicant support through completion of the home sale.
- Update and maintain complete records for each applicant household in HomeKeeper.
- Maintain the highest standard of confidentiality and sensitivity with respect to personal and financial information provided by applicants. Adhere to all guidelines related to the confidentiality of applicant records and information and requirements of the HUD Housing Counseling Handbook and National Industry Standards for Homebuyer Education and Counseling.
- Conduct, or provide support during, HCLT orientation and information sessions before public audiences, sometimes outside of normal business hours (evenings).
- Represent HCLT in a professional and exceptional manner.

- Perform additional duties as assigned by the Housing Director and Homebuyer Support Coordinator.

### **Qualifications**

- Housing counseling or related industry experience.
- A strong understanding of the home purchase and financing process.
- Outreach experience working with diverse communities, public agencies and non-profits.
- Ability to work flexible hours as necessary to give presentations or meet with applicants outside of regular working hours.
- Willingness to obtain a thorough understanding of all aspects of the community land trust model through on-the-job training, and independent study as necessary.
- A bachelor's degree from an accredited institution.
- A valid driver's license.

### **Preferences**

- HUD Housing Counselor Certification.
- A degree in a related field such as housing, public administration or social work.
- Familiarity with HomeKeeper or Salesforce applications. Extensive training in HomeKeeper will be provided.
- Bilingual ability to speak Spanish, Urdu, Vietnamese or Chinese.

### **Skills**

- Strong presentation, oral and written communication skills.
- Ability to relate comfortably and respectfully to individuals of different racial/ethnic, economic and cultural backgrounds.
- Ability to work in a team environment and communicate well with coworkers.
- Ability to work with a high volume of applications and track applicant cases until completion of the home sale.

### **Attributes**

- Strong personal and professional commitment to fair housing and community development.
- Willingness to learn about the Community Land Trust model and to teach others about the model using clear and consistent methods.
- Willingness to adapt to rapid change as part of a quickly growing organization.
- Commitment to providing an outstanding applicant experience.

### **Working Environment/Conditions**

This position requires prolonged periods in a seated or standing position in a normal office environment with acceptable lighting, temperature, and air conditions. Occasional light lifting (up to 20 pounds) and travel outside in less-than-optimal temperature conditions may be required.

### **Physical Demands/Requirements**

Candidates must be able to remain in a stationary position for the majority of the work day, must be able to operate a computer and other common office equipment, and must be able to move about inside the office to access equipment and outside the office to attend client meetings or public sessions at satellite locations. The person in this position frequently communicates with outside parties and provides presentations to the public and must be able to communicate accurate information to large audiences in these situations.

### **Supervisory Duties**

This position reports to the Homebuyer Support Coordinator and will not have direct supervisory responsibilities.

### **Salary and Benefits**

\$35,000-42,000, commensurate with experience.

Houston Community Land Trust provides a competitive comprehensive benefit package, including medical, dental and vision coverage, life insurance, as well as 15 days' vacation and paid holidays.

### **How to Apply**

To apply to this position, please email your resume and cover letter to [info@houstonclt.org](mailto:info@houstonclt.org). In the subject line of the email, include your last name and "Homebuyer Advocate Application."