



**Job Title:** Program Support  
**Reports To:** Associate Manager of Programs  
**FLSA Status:** Non-Exempt  
**Status:** Full Time  
**Location:** 1922 N. Pulaski, Chicago, IL 60639  
**Schedule:** Monday through Friday; 9:00 a.m. to 5 p.m.; temporary remote days available  
Schedule subject to change based on office needs.

---

*Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.*

***Spanish Coalition for Housing is currently following CDC guidelines and state directives for healthy business operations during the Covid-19 pandemic. The agency has temporarily implemented a Telecommuting and Procedure Policy as well as an Infectious Disease Control Policy. Interviews will be in person with strict safety guidelines in place to include face masks, social distancing and limited office capacity guidelines.***

**Organization Summary:**

SCH's mission is to provide comprehensive counseling, education and housing resources necessary for Latinos and other low-to-moderate income families in the Chicagoland area, to develop competence and responsibility in meeting their financial and housing needs, and advocate for and proactively promote additional resources for them. SCH has two locations to serve the North and South sides of Chicago and serves over 10,000 clients per year. SCH is a local and national leader in the housing counseling sector and continues to innovate its service delivery and expands its target market presence. We deliver quality programs and compassionate service to all residents in need.

**Position Summary:**

The Program Support is responsible for providing overall support services to the Housing Programs, ensuring quality service to all clients. The person in this position will provide accurate, relevant and helpful information to assist clients in bringing case resolution by ensuring timely and accurate collection, submission and follow up of required documentation for program participation and compliance.

**Responsibilities:**

- Adhere to HUD guidelines, Federal guidelines, National Industry Standards and Spanish Coalition for Housing program policies and procedures.
- Assume and manage a caseload of clients based on assigned programmatic demands and goals.
- Work closely with assigned Housing Counselor or Coordinators to meet assigned goals.
- Complete annual CEDA certification to complete applications during peak season.
- Facilitate the screening and initial application documentation for families and individuals at risk of homelessness to stabilize their housing situation through various City and State programs.
- Review initial intake and application documents to ensure that all necessary signatures and documents are ready for Housing Counselor to begin and or follow up counseling session.
- Interview and follow up with new clients to obtain all required documents to submit complete program applications.
- Assemble and maintain accurate files for clients. Gather process, prepare and submit complete files to

Government entity, Servicer, and/or Servicer attorney or through assigned Service Portals and or others working to resolve clients housing issues in an accurate and timely manner via by fax or e-mail.

- Document client management systems thoroughly each and every time there is activity with the case such as documents requested and most up to date status.
- Pull credit for clients from assigned program from client management system.
- Work closely with Management and Housing Counselors to assure processing of paperwork and applications are completed in a timely manner.
- Run weekly reports to ensure all files have been followed up accordingly.
- Assists Homeownership Counselors and Coordinators prepare material and supplies for workshops.
- Supports organization's mission, goals and values.
- Monitor client record in data management system for appointment date and time and assigned counselor.
- Check email and voice message several times a day and return calls to clients on a daily basis.
- Call clients at least a day before to remind them of their appointments and go over what documents need to be brought to appointment.
- Provides all clients additional SCH approved community resources that can be of assistance.
- Maintain a neat, organized and food free front desk.
- Preparing of bulk mailings/printing of labels to market programs.
- Maintains required job skills and core professional competencies. Attends and participates in required educational programs and staff meetings.
- Uses equipment and materials properly.
- Provides basic information on all programs offered by Spanish Coalition for Housing and information on how to access these services.
- Promotes and participates in workshops offered by agency.
- Mandatory participation of Saturday events hosted by employer and/or affiliates of sponsoring agencies and must be open to participating in events and other activities outside of work.
- Participates in special projects as assigned by management.
- Work as part of a team and provide input and leadership towards program improvements.
- Cover office front desk during Receptionist's lunch break.
- Other general office duties assigned.

**Qualifications:**

- High school diploma or GED or two years related in social service agency.
- Ability to work in a fast-paced environment, manage a large caseload and prioritize work accordingly.
- Demonstrate effective customer service and communication skills.
- Focuses on maintaining confidentiality and listening to client housing needs.
- Ability to adapt to an ever-changing work environment.
  
- Must be dependable and follow instructions by Management direction.
- Must have strong sense of accountability; takes responsibility for own actions.
- Computer literate and technologically proficient in standard word processing, spreadsheet and data base software applications, web research.
- Proficiency in Microsoft Office Suite (Excel, Word, Power Point)
- Highly organized and motivated.
- Excellent written and verbal communication skills.
- Must have friendly, patient and professional phone and in person manner at all times.

- Staff members are expected to present a professional, businesslike image to all clients, visitors, and the public.  
**Business attire required.**
- Interest in community development, housing issues, organizational development and communications
- **Bilingual (Spanish & English) required.**
- Must be dependable, dedicated and flexible in regard to working some evening and/or weekend hours.
- Training may be required in or out of state.
- Should obtain appropriate orientation and introductory level training during the initial six months of employment.
- Pass Dodd-Frank Housing Counseling exam by assigned time.
- Reliable transportation required for canvassing.

**Compensation:**

Compensation is \$17.00 an hour working 40 hours per week. Excellent compensation package after 90-day evaluation; affordable health insurance, dental, and life; employer-matching 401K contribution; and opportunities for professional development.

**Physical Demands and Work Environment:**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must occasionally lift and/or move up to 30 pounds. While performing the duties of this job, the employee is regularly required to use hands and talk or hear. The employee is frequently required to stand; walk; sit; reach with hands and arms balance, stoop, kneel or crouch.
- Workplace is a smoke- and drug-free environment.

*SCH is an equal opportunity employer and seeks to employ qualified individuals based on individual merit. SCH does not discriminate against any individual with respect to the terms and conditions of employment based on that individual's race, sex, age, religion, color, national origin, disability, genetic information, marital status, veteran status, sexual orientation, gender identity or expression, housing status, or any other non-merit factor protected under state, local or federal laws. Equal Employment Opportunity applies to all personnel actions such as recruiting, hiring, compensation, benefits, promotions, training, transfer, termination, and opportunities for training. SCH is committed to a fair and equitable workplace where everyone is a respected and valued member of the team.*

---

**To Apply:**

Visit us at [www.sc4housing.org](http://www.sc4housing.org) under careers.