

***Rural Community Assistance Corporation***  
**Job Description**

***Housing Counseling Program Manager***

**Classification:** *Grade 12*  
**Status:** *Exempt*

**Department:** *Housing*  
**Supervisor:** *Assistant Director, Housing*

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**Organization**

Founded in 1978, RCAC is a 501(c)(3) non-profit that provides training, technical and financial resources and advocacy so low-income rural communities can achieve their goals and visions. Our dedicated staff and active board are working to make our vision of vibrant, healthy and enduring rural communities a reality across the West.

**Housing Department**

The Housing Department provides technical support to local organizations working in a variety of housing programs.

- The Development Solutions program works with organizations to develop and manage affordable rental and homeownership housing.
- The Self-Help Housing program supports a network of approximately 48 self-help housing agencies,
- The Housing Counseling program is a HUD intermediary for 15 groups and provides training to housing counseling agencies
- A newly created Disaster Recovery Services program.
- A newly created Homeownership program, to promote homeownership in rural communities

**Position Description**

This position will lead the Housing Counseling program and implement various program activities such as funding of rural counseling subgrantees, technical assistance to and monitoring of subgrantees and live and virtual housing counseling training.

Provide training and technical assistance to nonprofit agencies to implement RCAC's housing and housing counseling programs. Major responsibilities include but are not limited to: conduct site visits to ensure sub-grantee compliance with contract requirements; provide technical assistance; conduct performance reviews on agencies receiving HUD funds, perform outreach and networking; program development; and administrative duties.

This position will report to the Housing Assistant Director position and will supervise 2-3 full-time staff and oversee multiple training consultants.

**Specific job goals, objectives and tasks are established for each employee as part of the performance review and work plan process.**

**Examples of responsibilities and duties include but are not limited to the following:**

- Coordinate and provide quality control for program activities and outcomes
- Manage multiple grants and/or contracts, including planning developing and implementing budgets
- Coordinate submission and provide quality control for required reporting

- Manage relationships with funders
- Work with Fund Development team to fundraise as necessary
- Promote and facilitate partnerships to maximize limited resources
- Develop and monitor grant, contract, and program budgets
- Hire, train and supervise staff as necessary (2-3 direct reports)
- Supervise staff to ensure that all program requirements are met without significant compliance issues, particularly with subgrantee performance.
- Provide quality control for all program trainings.
- Ensure adequate availability of non-staff trainers.
- Prepare activity and outcome reports as required
- Collaborate with staff to set annual goals and priorities for the program
- Perform other duties as assigned, including program reporting to the Director, CEO and Board.

### **Skills and Qualifications**

- Knowledge and experience in the housing counseling field, specifically practices in HUD compliance for HUD approved agencies.
- Knowledge in the technical areas of housing counseling and nonprofit agency operations and management
- Ability to develop and monitor program systems and procedures.
- Understanding of program budgeting principles
- Ability to troubleshoot, innovate and problem-solve
- Ability to ensure the completion of administrative and reporting requirements on time
- Ability to listen and communicate effectively, verbally and in writing
- Ability to work independently and in team environments, and to effectively prioritize multiple tasks
- Ability to hire, manage, coach, and train staff in a remote work environment, utilizing a facilitative leadership approach
- Familiarity with the challenges facing rural and indigenous organizations.
- Facilitation, mediation, and meeting management skills
- Proficiency with personal computers including Microsoft Office

### **Physical Job Requirements:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable persons with disabilities to perform the essential functions.

Work performed in an office requires ability to operate computers and various pieces of office equipment, including telephone. Use may be moderate (average two hours per day) to heavy (four or more hours per day)

While performing the duties of this position, the employee is frequently required to stand and/or sit for prolonged periods of time; walk; talk; hear; use hand to finger; handle; feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl.

The employee may occasionally lift and or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

This position also requires moderate (up to two days per month) to heavy (up to 10 days per month) automobile and airline travel, including overnight travel.

**Preferred Education and Experience:**

A combination of experience and education is necessary to qualify for the position. A typical qualifying combination may include:

Experience:

Five years of applicable experience in housing counseling (some education may be substituted for experience).

Preferred Education:

Bachelor or Associates degree (additional qualifying experience may be substituted).

**Special Requirements:**

Possession of a valid driver's license and proof of insurance that meets the minimum requirements (\$100,000/\$300,000) of RCAC corporate liability policy will be required when traveling for business purposes.