

Housing Resource Navigator

\$42,734 - \$48,903 / year or higher DOQ + [Full-Time County Benefits](#).

James City County Social Services seeks an individual to perform responsible work in determining eligibility and housing counseling for several federal, state and locally funded housing assistance programs, which may include but not limited to, the Section 8 Housing Choice Voucher Program, Virginia Homeless Solutions Grant, Housing Preservation, and the Affordable Housing Programs. There are three levels of Housing Specialist distinguished by the level of work performed and the qualification of the employee.

Housing Specialist I - \$42,734 / hour or higher DOQ

Housing Specialist II - \$45,705 / year or higher DOQ

Housing Specialist III - \$48,903 / year or higher DOQ

Responsibilities:

- Provide housing information and technical assistance on available purchase and rental housing units; review contracts and leases and identify homebuyer and rental resources including home purchase and down payment assistance and assistance with locating deposit, rent and utility assistance.
- Interview applicants and review detailed paperwork used to determine housing needs and eligibility for programs.
- Act as a liaison between homebuyers, realtors, lenders, funding providers and housing counselors to assure timely location of suitable home purchase opportunities; act as a liaison between renters, landlords, property managers, and housing counselors to assure timely location of suitable rental opportunities.
- Advocate strongly in the interest of buyers and renters including interacting with real estate professionals, landlords and property managers to identify affordable home purchase and rental housing opportunities, resources, and options.
- Coordinate homebuyer education classes for homeownership applicants, VHDA homebuyers and other interested persons.
- Provide home purchase counseling including credit, budgeting, and financial case management services to participants of assisted housing programs; maintain participant files and update entries; prepare reports on availability and use of housing resources.

Requirements

- Any combination of education and experience equivalent to an Associate's degree in housing counseling, urban development, or a related field; some experience in property management, home inspection or housing counseling preferred.
- Must possess or obtain within 30 days of hire a valid Virginia driver's license and have an acceptable driving record based on James City County's criteria.
- Completion of all training requirements for field of specialization as determined by department.
- Knowledge of federal regulations and procedures required to effectively manage complex and highly regulated assisted housing programs; federal, state and lender requirements related to home purchase financing; home improvement loan and grant programs; housing inspection and repair; building codes and housing quality standards; principles and processes for providing customer service including setting and meeting quality standards for services and evaluation of customer satisfaction.
- Skill in use of computer software, especially Microsoft Office.
- Skill in facilitation and/or training; making mathematical computations and effectively utilizing a variety of automated data management, reporting and analysis programs.
- Ability to communicate clearly and effectively with landlords, tenants, homeowners, contractors, government and agency personnel and the public including other jurisdictions and state and federal officials; efficiently assist customers with direct intervention including rendering specialized and difficult casework services; work independently; establish and maintain effective working relationships with coworkers, clients, officials and the public; interview people effectively; handle confidential information with sensitivity; gather facts and report them accurately; express ideas clearly and concisely both orally and in writing

[Click here](#) for full job description. Accepting applications until position is filled. Cover letters and resumes may also be attached, but a **fully completed application** is required for your application to be considered.

Only online applications to our website will be considered. To apply, please visit the James City County Career Center at <https://jobs.jamescitycountyva.gov>