Position Title: Housing and Financial Services Advocate  
Organization: University Neighborhood Housing Program (UNHP)  
Job Type: Full Time with Weekends and Evenings Required for Scheduled Events  

Description: University Neighborhood Housing Program is a community based non-profit that works to create, preserve and improve affordable housing in the Bronx. In addition to our housing work, UNHP runs the Northwest Bronx Resource Center. The Center provides topic-specific financial education workshops, a free tax preparation program, financial coaching, affordable housing resources and financial education workshops. All of our services are free to the community. UNHP is seeking a bi-lingual people-person who has an interest in working with Bronx residents and connecting them with a range of financial education and affordable housing programs. The Housing and Financial Services Advocate would work on and off-site at UNHP-affiliated locations* to organize attendance and coordinate outreach for targeted events, 1-on-1 case management (around housing issues: NYC Rent Freeze Program & NYC Housing lotteries), as well as the other financial services available at the Resource Center. The Advocate would also assist residents with SCRIDE/DRIE enrollment, renewal and screening and NYC Housing Connect application and follow up.

Responsibilities:

- Recruit, schedule and follow-up with current and new customers  
- Organize local outreach events  
- Execute an outreach plan for the NYC Rent Freeze, to help us reach more senior citizens and disabled tenants  
- Assist neighborhood residents enroll, renew and get screened for NYC Rent Freeze and Housing Connect.  
- Engage with neighborhood residents through in-person events, phone calls, emails and social media to connect them with UNHP services and events  
- Promote multi-program participation among all Resource Center Programs  
- Enter and complete intake forms into database (Salesforce)
• Assess through conversations the needs of neighborhood residents, follow up to insure attendance at events and appointments
• Demonstrate leadership and follow-through to connect with institutional and Church leaders to increase outreach
• Participate and facilitate financial literacy sessions at topic-specific workshops
• Provide financial education services at a variety of locations ie: Credit Report printing
• Learn and understand eviction prevention issues and resources
• Assist the Northwest Bronx Resource Center staff with planning and outreach for financial education, housing resource events and our robust VITA Free Income Tax Preparation Program (training is provided)

Qualifications:

• Bilingual in Spanish
• A People-Person and able to engage with neighborhood residents
• Quick learner, especially during fast-paced events
• Excellent phone etiquette and in-person communication skills
• Good verbal and written communication skills in both English and Spanish
• Ability to create flyers and marketing materials in print and electronic form
• Knowledgeable and willing to learn Financial Education & Eviction Prevention skills
• Able to work some evenings and weekends, especially during the income tax season
• Professional manner and good time management skills
• Computer knowledge, including Microsoft Word and Excel
• Knowledge of the database, Salesforce, is a plus
• Innovative, self-starter and team player preferred

UNHP-affiliated locations:
Main location: 2751 Grand Concourse, Bronx, NY, 10468
NWBRC: 2715 Bainbridge Ave, Bronx, NY 10458

Salary: $36,500
UNHP is an Equal Opportunity Employer (EEO) offering comprehensive benefits including Medical, Dental, Short-and-Long-Term Disability, and Life Insurance; 403(b)

Please send resume to: jumelia@unhp.org