



Director of Homeownership Center Services Raleigh, NC

Our Vision

We envision a housing ecosystem that provides and promotes equity, generational wealth, health and wellness for the communities in which we work.

Our Mission

DHIC supports individuals, families, and seniors by providing homes and opportunities that promote the financial, physical, and mental well-being of people and communities.

Our Values

- Compassion
- Respect
- Honesty + Integrity
- Innovation + Creativity + Futuristic + Evolving
- Passion for the Work and Service
- Collective Communication
- Equity

About DHIC

Established in 1974, DHIC, Inc. is the Research Triangle area's leader in affordable housing development, maintaining an emphasis on innovation, quality, attractive design, and green features at our properties. DHIC has constructed, acquired and/or rehabilitated 3,224 affordable rental units in 46 different locations in eight counties in North Carolina, and has built more than 350 new homes for first time homebuyers in Wake County. Together, these projects leveraged \$600 million in direct investment from both the private and public sectors. In addition to numerous designs, community service, and management recognitions we have received, DHIC is consistently rated as an “Exemplary” member of the NeighborWorks® America national network of non-profit community developers. DHIC is also a member of the Housing Partnership Network. Learn more about DHIC at www.dhic.org.

About the Homeownership Center

DHIC's Homeownership Center offers comprehensive homebuyer education, counseling and access to downpayment assistance programs for first-time homebuyers and those who want to better manage their resources and stay in the home they have. The Homeownership Center also offers financial capability counseling and education for those who want to improve management of savings, budgeting and credit. The DHIC Homeownership Center is a HUD-approved counseling agency. All counseling staff are certified and use curriculum developed and tested by NeighborWorks® America. HOC has adopted the National Industry Standards for Homeownership Education and Counseling and has received national certification from NeighborWorks® in Full Cycle Lending.

Nature of Work

The primary function of the **Director of Homeownership Center Services** is to oversee the operations and compliance of the Homeownership Center. DHIC Homeownership Center activity includes counseling and education, lending, marketing and outreach. In addition, the Director will research new funding and other partner opportunities, make recommendations on programs to consider, and directly supervise the Advisors and Administrative Assistants.

The Director of Homeownership Center Services reports directly to the President.

Duties and Responsibilities

- Carry out supervisory responsibilities in accordance with DHIC policies and applicable laws. Responsibilities includes hiring, training, planning, assigning and directing work; addressing complaints and resolving problems; performance evaluations and career development, creation of policies and procedures
- Develop goals and business plan for the HOC that support the DHIC's strategic goals, and work with HOC staff to execute plan and meet goals
- Work with Lending Manager to create and maintain guidelines and processing protocols for downpayment assistance programs
- Work with team to ensure that compliance and reporting requirements for NeighborWorks®, HUD and other funders are met by DHIC
- Work with DHIC Resident Services team to market, promote and deliver HOC services to residents living in multifamily rental communities owned by DHIC or an affiliated entity.
- Oversee work of Counseling Coordinator related to DHIC workshops, orientation sessions and outreach activities, which may be evenings or weekends
- Periodic observation of counselors / presenters teaching weekend workshops
- Maintain a productive working relationship with all program partners to include lenders, investors realtors, community organizations and government agencies
- Share expertise as a representative of the HOC and DHIC at public forums, convenings, conferences related to mortgage products, homeownership counseling, financial wellness and wealth building.
- Complete other duties to support the organizational goals as requested

Qualifications and Skills:

- Minimum of 7 - 10 years of progressively responsible experience in mortgage lending, homeownership counseling or related real estate or finance field, as well as proven Management experience
- Bachelor's Degree in business, finance or related, complementary field preferred
- Prefer Housing Counseling certification through an affiliated partner such as HUD, NeighborWorks® America or The Association of Housing Counselors
- Ability to work collaboratively and build effective relationships with stakeholders at all levels
- Excellent communication skills, verbal and written, as well as public presentation skills
- Familiarity with and ability to handle confidential information according to federal guidelines
- Highly organized and detail-oriented with strong management skills
- Ability to problem-solve and prioritize when faced with multiple time-sensitive needs
- Highly resourceful team-player, with the ability to work effectively independently
- Proficiency with Microsoft Office products and financial/lending/counseling software or related systems

Working Environment

This position is expected to maintain regular hours of work which will be a combination of remote work and working in a normal office environment at the DHIC Homeownership Center in downtown Raleigh. Periodic evenings and weekend hours will be expected for workshops. Periodic site visits will be expected, as well as various off-site meetings. The employee is expected to meet the physical demands to perform the essential functions of this job.

DHIC is committed to a diverse and inclusive workforce and encourages all candidates, especially those who have been historically under-represented based on race, ethnicity, age, disability, sexual orientation, gender, socioeconomic status, citizenship status, or religion to apply. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

How to Apply

Interested individuals may submit a cover letter, resume and desired salary to HR@dhic.org.