

**MICHIGAN FORECLOSURE CORPS PROGRAM 2009-2010**  
**\*\*AMERICORPS MEMBER OPPORTUNITY\*\***  
**INTAKE SPECIALIST – MORTGAGE FORECLOSURE INTERVENTION PROGRAM**

**Job Description**

The Intake Specialist is responsible for providing intake and support services to the Washtenaw Foreclosure Prevention Collaborative at the Washtenaw County Michigan State University Extension (MSU Extension) office in Ann Arbor.

The position will handle initial phone calls and assist Housing Counselors with customers who are delinquent, or in danger of being delinquent, on their mortgage loan. The Specialist is expected to maintain confidential customer files and customer information and adhere to policies and procedures for confidentiality.

The Intake Specialist will:

- Provide direct customer services including conducting initial intake, completing history and release of information forms, triaging customers to the appropriate partner agency, conduct research and data collection, and
- Provide administrative and clerical support to the program and to the housing counselors,

Core duties will include, but are not limited to,

Direct service:

- Phone and face-to-face intake and assessment of mortgage borrowers
- Explain foreclosure processes to customers
- Gather and organize customer's pre-workout paperwork
- Set appointment directly with Housing Counselor among collaborative partner agencies per protocol
- Provide appropriate referral for community resources not directly related to housing crisis (e.g. food banks, medical/dental resources, social service resources)

Data collection:

- Follow up with the appropriate counseling agency
- Follow up with customers after the workout agreement to track outcomes
- Input and client file maintenance in web-based database
- Excel spreadsheets, and lists for various customer categories, referrals, and data collection

Clerical support:

- Outreach (mailings and phone calls) to identified delinquent borrowers
- Assist in planning community and education trainings

- Work as part of an interagency team in case triage meetings

MSU Extension will:

- Provide workspace, telephone, photocopy, facsimile, telephone and computer access
- Provide training and ongoing supervision

## **CONFLICT OF INTEREST STANDARD**

An applicant cannot be considered for this position whose current employment, or the employment of immediate family members, conflict with the ethical considerations of this position (e.g. mortgage broker, real estate agent, or mortgage 'rescue' work).

## **EDUCATION**

Possession of a Bachelors Degree in social work, social sciences, business, education or related discipline.

## **MEMBER SERVICE REQUIREMENTS**

- AmeriCorps members must serve 1,700 hours (approximately 30 hours per week) during the one-year service term.
- AmeriCorps members will be required to attend several statewide trainings over the course of the service year. MSU Extension will release the AmeriCorps member(s) to participate in these trainings.

## **MEMBER BENEFITS**

- AmeriCorps members will receive an \$11,400 living stipend from the Corporation for National and Community Service for their service activities. The service stipend will be paid by the Michigan Coalition Against Homelessness in a semi-monthly installment.
- AmeriCorps members are eligible for health insurance (for the member only – family members are not eligible) and childcare assistance.
- At the end of their successful completion of a term of service, AmeriCorps members receive a \$4,725 education award that can be used toward student loan payments or returning to higher education.
- Full-time AmeriCorps members also qualify for student loan forbearance during their service and may be eligible to have the interest paid off after service.
- The Michigan Coalition Against Homelessness and the Michigan Foreclosure Task Force will provide training for AmeriCorps members on relevant background information on foreclosure to ensure that they are adequately prepared for service.

**Host Site**

Washtenaw County Michigan State University Extension Office  
705 N. Zeeb Road  
Ann Arbor, Michigan 48107  
(734)997-1678  
Primary Contact: Kathy Grant, MSW, CCCC

Submit Resume and Letter of Intention NO LATER THAN 12:00 A.M. SEPTEMBER 7, 2009 to:

Kathy Grant, [grantk@ewashtenaw.org](mailto:grantk@ewashtenaw.org)

Start date: September 28, 2009. 12-month AmeriCorps contract.

Interviews will be conducted September 10<sup>th</sup> and 11<sup>th</sup>.

NO LATE RESUMES WILL BE CONSIDERED.

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