



Job Description

Job Title – Housing Coordinator

Nature of Work:

Reporting to the Resident Services Manager, the Housing Coordinator works closely with clients, property owners, and managers to locate and promote permanent housing opportunities for individuals and families within York County.

In addition to assisting clients daily, the Housing Coordinator must also regularly collaborate with internal team members and external partners. **Currently the Housing Coordinator position is a three-year, grant-funded position.**

Job Essentials:

- Commitment to core values of Excellence, Compassion, Stewardship, and Inclusiveness.
- Possess the ability to comprehend the importance of and confidential nature of all information.
- Speak, write, read and understand the English language well enough to perform the essential duties of the job.
- Ability to meet deadlines.
- Reliable transportation and possession of valid driver's license. May be required to travel throughout the day and commence the workday at different locations.
- Possess math skills for adding, subtracting, multiplying, and dividing sufficiently to perform the required tasks.
- Possess the dexterity to use a computer, telephone, and other office equipment.
- Must be able to hear with or without amplification devices.
- Demonstrate critical thinking skills, along with a self-motivated and goal-oriented attitude.
- Able to lift 10 pounds.

Job Duties:

- Navigates clients to permanent housing placement or programs that will assist with safe and stable housing.
- Connects clients to community resources that will support the goal of permanent housing acquisition (i.e., benefits advocacy, food pantries, employment services).
- Facilitates access to services required to foster readiness (credit repair, legal aid, housekeeping, money management, tenant rights and responsibilities, etc.).
- Ensures participants have the necessary items to secure housing (e.g., valid identification, income verification, bank statements). Assists in the development of and encourages adherence to a personal budget.
- Assists participants with completing housing applications and securing housing of their choice.
- Prioritizes caseload to work with people who are highest in need and provides participants with matching listings through known available housing.
- Provides advocacy to help address issues and barriers between landlord and participant that may prevent move in.

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- Provides information and instruction to participants regarding how to complete a housing application, housing search, tenant rights and responsibilities, including observation of rental agreement rules, and being a good neighbor.
- Act as a liaison between the participant and the landlord/property owner to resolve any move-in issues.
- Follow-up with each participant as needed to ensure they are making progress towards their housing placement goals.
- Networks with area housing resources and maintains a presence at relevant meetings.
- Actively recruits and builds relationships with area landlords or property managers to expand housing options.
- Establishes, updates, maintains, and communicates a list of available housing opportunities.
- Prepares materials for presentation to realtors, property managers, and property owners. Provides information on services while listening to concerns.
- Participates in staff meetings, scheduled supervisor meetings, and other required meetings and/or trainings.
- Completes daily records accurately to document time spent with clients and ensure that each grant-related activity is recorded correctly.
- Maintains, prepares and provides efficient reporting; may present and explain data and expertise to any level of staff, board, or community.
- Collaborates with other departments and outside partners effectively ensuring team-oriented, client-centered focus as well as creating a safe and secure environment for clients, staff, and visitors; advises supervisor and others as needed, ensuring adherence to best practices.

Other Duties:

Other duties as assigned by the Resident Services Manager, and/or the Executive Leadership Team. Please note, this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Education and Experience:

The Housing Coordinator position requires an ability to work in a complex and non-traditional human service setting with a diverse population. A combination of education and experience that results in knowledge of the human service system and experience working with persons with disabilities and the elderly is essential. Along with this requirement, the following education and experience is sought for the Housing Coordinator position:

- Bachelor's Degree in Social Work, Psychology, Sociology, or related specialty; OR an equivalent combination of education and professional work experience.
- Demonstrated knowledge of housing search skills including housing location, filling out housing applications, and the lease-up process.
- Experience working with program target population (preferred).
- Knowledge of housing assistance programs.
- Willingness to participate in ongoing training and networking programs relevant to the Housing Coordinator position.
- Well-developed interpersonal skills, time management and crisis management skills; organization and prioritizing abilities; attention to detail and accuracy; and sound judgment and reasoning ability.

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This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, telephones, photocopiers, and filing cabinets. This is a smoke-free environment.

Physical Demands:

While performing the duties of this job, the employee is regularly required to talk and hear. The employee is frequently required to stand, walk, use hands to finger, handle or feel, and reach with hands and arms. The employee will be seated for long periods of time.

Supervisory Responsibilities:

The Housing Coordinator does not perform any supervisory duties.

FSLA Status: Non-Exempt

Signature:

The employee signature below constitutes the employee's understanding of the requirements, essential functions, and duties of the Housing Coordinator position.

Employee

Date