



COUNCIL OF COMMUNITY SERVICES

POSITION DESCRIPTION

JOB TITLE: Housing Coordinator

REPORTS TO: Homeless Services Manager

POSITION OVERVIEW:

The CHRC Housing Coordinator works with the Homeless Services team to ensure effective and efficient housing and case management services are provided to individuals in need. The Coordinator works with the team in tracking and monitoring program spending, in ensuring high standards of programmatic data quality standards are met and in developing client-driven, strengths-based housing stability plans to assist individuals experiencing a housing crisis.

RESPONSIBILITIES AND DUTIES:

- Provides eligibility screenings primarily in person for individuals and families seeking homeless prevention services within 72 hours of receiving a referral.
- Develops client-driven housing plans in overcoming barriers to housing stability.
- Coordinates financial assistance and other support services to place individuals into permanent housing; coordinates assistance to prevent individuals from becoming homeless.
- Conducts outreach to develop a network of landlords willing to rent to homeless and/or at-risk individuals
- Engages in housing search and placement (HSP) activities to ensure the transition of individuals facing a housing crisis into permanent housing. HSP can include, but are not limited to, providing landlord contact lists, providing weekly open unit listings, coordinating with landlords to locate upcoming unit openings, attending unit viewings with clients, reviewing leases, etc.
- Conducts inspections to ensure unit habitability standards are met.
- Acts as third party to mediate and resolve disputes between clients and landlords.
- Meets with clients regularly to ensure client-driven plans to achieving housing stability are being satisfactorily implemented. Home visits must be performed according to the minimum standards outlined in the policies and procedures for each individual grant.
- Utilizes the Housing First model, strengths-based practices, and trauma-informed care in all client case work.
- Provides referrals to community resources.
- Coordinates services for clients with Blue Ridge Continuum of Care partners and other cooperating agencies.
- Utilizes the Homeless Management Information System (HMIS) to maintain accurate client data, record services and other program information in compliance with agency, COC, and HUD guidelines and expectations.

- Maintains grant tracking spreadsheets, client files, denial records, and all other information in compliance with agency and grantor guidelines as outlined in the Homeless Services Handbook.
- Works with HMIS support staff, the Homeless Services Manager, and the Director to ensure data quality standards are met.
- Is required to read guidelines and manuals on an ongoing basis to keep up with the most current eligibility and service requirements of the grant programs.
- Keeps abreast of available community resources by attending information sharing meetings and conducting community outreach.
- Attends trainings and/or conferences as needed to attain/maintain certifications and keep abreast of housing laws and issues.
- Assists in providing needed data for reports and other technical documents.
- Assists with file review and correction prior to monitoring activities by funding organizations.
- Cross-trains for all Housing Coordinator positions so continuation of RRH, Housing Prevention, and HOPWA services can be maintained when other staff are out of the office.
- Participates and assists as requested in Council of Community Services projects and programs.
- Acts with integrity and respect to assist those in need and to enhance the credibility of the program with clients and in the community.

REQUIRED SKILLS AND ABILITIES:

- Knowledge of Microsoft Office Suite and the skills needed for its use. Willingness and ability to learn other computer programs such as the HMIS software
- Excellent written and verbal communication skills
- Experience with vulnerable and minority populations (LGBTQIA+, HIV+, individuals who struggle with mental illness & substance use, those who have experienced DV or trauma, etc.)
- Compassionately and respectfully assist those in need
- Ability to work as a team and provide collaborative services.
- Attention to detail.

EDUCATION AND EXPERIENCE:

High School Diploma or GED required

Experience in housing and/or human services

One to three years of experience in an administrative role

CLASSIFICATION: Full-time, non-exempt