

Job Title:	Housing Coordinator	Department/Loc:	Housing
FLSA Classification:	Exempt, Full-Time	Date Drafted:	09/23/2024
Reports To:	Director of Housing		
Starting Salary:	\$40,000 for qualified candidates		

Position Summary

The Housing Coordinator is responsible for maintenance coordination and inspection of housing units and is tasked with building relationships with housing partner organizations and managing logistics and implementation of unit turnover. They will collaborate regularly with the direct service staff of the agency's Housing Program regarding the state of various units, necessary maintenance, turnover needs, and expected and/or necessary moves and exits. The Housing Coordinator may also collaborate with the staff of the Striving to Thrive program and Facilities staff at United Ministries as needed. The Coordinator will meet in partnership with Housing staff and the program participants to coordinate move-in/move-out of units and as-needed during their participation in the Housing Program, always utilizing trauma-informed practices. The Coordinator is responsible for communicating regularly with the agency's housing partners about ongoing upkeep and maintenance of United Ministries' housing units. The Coordinator, in partnership with Mission Advancement, will communicate with entities in the community who help to furnish and support the housing units and programming.

Position Responsibilities- Essential

This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all the duties listed, nor does it necessarily list all possible duties that may be assigned.

Housing Units (Emergency Shelter and Interim Housing)

- Maintenance Coordination (30%)
 - Coordinate maintenance needs –as noted through the maintenance request form, identified on inspection, or otherwise alerted –housing partners, property managers, and applicable vendors
 - Investigate emerging problems such as leaks, malfunctions, breakdowns, etc. Directly address minor problems, when possible (i.e. replace light bulbs, door hardware, etc.), purchasing tools and supplies as necessary.
 - Coordinate and oversee all outsourced vendors contracted for housing units (pest control, appliance repair techs, landscaping, etc.)
 - Oversee and ensure repairs have been completed and the proper organization has funded that repair, using the applicable Memorandum of Understanding (MOU) or Lease as a guidepost
 - Communicate with housing partners, including Homes of Hope, local congregations, and individuals; internal partners (Striving to Thrive, Operations) as needed; Flag Ship Property Management procedures and outside companies and vendors to schedule routine maintenance, address facilities related problems, and implement next steps.
 - Additional duties and needs relative to maintenance coordination
- Unit Turnover Logistics (20%)
 - Implement and oversee logistics related to Unit Turnover, including furnishing needs, necessary cleaning, and repair work between participant tenants, as well as while housing unit is occupied.

- Coordinate specific responsibilities and develop project plans with the agency's Coordinator Director of Community Engagement regarding volunteer groups visiting and/or working on a Housing Unit, including the facilitation and leading of volunteer groups as needed.
- Implement new and innovative initiatives to ensure sustainable Unit Turnover process, to include planning for expansion.
- Complete and ensure provision and procurement of necessary items for Unit Turnover, including beds, linens, kitchen supplies, etc.
- Complete quarterly inventory of storage spaces containing items related to Unit Turnover (hygiene items, furniture, cleaning supplies, etc.).
- Inspections (25%)
 - Schedule and complete minimum quarterly inspections for each Housing Unit, following policy for failed inspections. Collaborate with Housing Economic Mobility Partners and Director of Housing to address any failed inspections.
 - Coordinate with Housing Partners as applicable for joint inspections
 - Conduct a walk-through of the property with the participant(s) prior to move-in.
 - Complete and/or follow-up on maintenance requests as needed
 - Communicate with the agency's Accountant and Director of Housing regarding expenditures and for repair invoices.

Direct Service (10%)

- Work directly with United Ministries' Accountant to ensure all program participants pay monthly program fees on-time, ensuring proper records are kept and following up with participants for late payments as-needed
- Move-In/Move-Out coordination in partnership with the EMP
 - Ensure that all participants moving into Housing receive and sign relevant paperwork before moving in.
 - Review inspection expectations and paperwork and provide copies to all participants moving into Housing.
 - In the event of an immediate dismissal of a participant from interim housing, collaborate with the Director of Housing and other internal parties as necessary to remove belongings from the Housing Unit in a timely fashion.
- Work with Housing Program regarding housing properties, maintenance needs, and entry and exit dates. Notify the team of any Incident Reports or complaints made by participants.

Housing Partnerships (5%)

- Housing Program Partners
 - Communicate with housing partners regarding necessary repairs, unit turnover needs, and participants moving in or out.
 - Act as the point of contact for communication between approved housing partners and United Ministries regarding housing maintenance needs
- Landlord/Property Management Relationships
 - Share the work of the agency with local landlords and property management companies in an effort to establish partnerships and develop more permanent housing opportunities for agency participants.
 - Communicate regularly with program managers about current housing opportunities, new relationships and/or changes to existing relationships.
 - Implement tools to encourage landlord relationships with United Ministries and our participants, such as Good Tenancy Trainings for all Emergency Shelter participants.
 - Work collaboratively with landlords, housing partners, and Greenville Homeless Alliance Housing Navigator to identify opportunities for housing for participants.

Information Management (10%)

- Maintain accurate and complete records in the agency client database (Apricot), including detailed service tracking notes for each significant participant interaction.
- Keep an organized system of maintenance and property-related contracts that are accessible for review as needed.
- Maintain records in property portals with relevant housing partners (Flagship/Homes of Hope) by submitting unit maintenance requests and following up as needed, monitoring fees and charges to United Ministries, etc.
- Effectively utilize phone, text, email, and other technology to facilitate relevant communications with participants and staff.
- Effectively utilize multiple information technology tools and platforms to collaborate with staff on joint projects and to organize participant tracking information.

Within the Team

- Attend staff meetings and case consultations
- Participate in training relevant to affordable housing, maintenance skill training, property management requirements (specifically HUD), etc.
- Assist United Ministries Facilities Team as needed for on-site improvement projects, moving furniture and other items within and between buildings, and assisting with in-kind donation pick-ups.

Within the Agency

- Participate in all agency-wide meetings, training (including direct service training), and special events as able.
- Maintain a clean, orderly, and professional work environment.
- Maintain up-to-date knowledge of services offered through other programs at United Ministries and connect participants with these services when appropriate.
- Work directly with program managers and staff to maximize program integration and coordination of services.
- Believe in and act in accordance with the values and mission of United Ministries.
- Engage in professional development activities and embody the spirit of lifelong learning.
- Advocate for our participants
- Represent the agency in all public situations in a positive and informative manner.

Position Responsibilities- Non-Essential

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- Perform other duties as assigned.

Essential Skills and Experience

- Bachelor's Degree Preferred
- Working knowledge of Trauma-Informed Care
- Demonstrated skill in working with small groups and individuals. Demonstrated ability to engage with all parties using diversity, equity, and inclusion (DEI) best practices, and to assist people facing barriers of all types.
- Proficiency with Microsoft Office (Word, PowerPoint, Excel), Zoom, and Google Suite (Gmail, Drive, Docs, Sheets)
- Proficiency with navigating, researching, and collecting information from the internet

- Proficiency with using a database and spreadsheets to organize and track various kinds of participant data
- Excellent verbal and written communication skills
- Integrity and discretion
- Understand and maintain participant confidentiality.
- Regular and sustained attendance
- Demonstrated skill with time management, planning, organization, and follow-up

Beneficial Skills and Experience

- Bilingual skills
- Related lived experience
- Property Management

Mental & Physical Demands- ADA Guidelines				
Physical Demands				
Stand	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Walk	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Sit	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Handling	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Outward	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Above Shoulder	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Climb	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
Crawl	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
Squat or Kneel	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Bend	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Lifting Requirements				
10 pounds or less	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
11 to 20 pounds	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
21 to 50 pounds	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
51 to 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
> than 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
Pushing and Pulling Requirements				
12 pounds or less	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
13 to 25 pounds	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
26 to 40 pounds	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
41 to 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
> than 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.

Printed Employee Name

Employee Signature

Date Signed

Printed Manager/Supervisor Name

Manager/Supervisor Signature

Date Signed