

## POSITION DESCRIPTION

Position: Housing Coordinator  
Program: Supportive Services for Veteran Families  
Reports to: Financial & Housing Manager  
Status: Non-Exempt  
Prepared: 9/17

### **POSITION SUMMARY:**

This is a part-time position assisting Supportive Services for Veteran Families (SSVF) Financial & Housing Manager in developing housing placement options for veteran families, assisting the veterans to meet and maintain housing eligibility requirements and maintaining ongoing collaboration with housing and service providers.

### **OBJECTIVES/ACTIVITIES:**

- A. Responsible for developing and maintaining housing resources.
1. Engage property managers on the telephone in order to gather complete information as to eligibility requirements for renters.
  2. Assist with housing search and placement along with leveraging supportive services that will assist the participant household to maintain permanent housing.
  3. Provide mediation and advocacy with landlords on the client's behalf to develop a workable plan to obtain and or maintain housing.
  4. Maintain housing database and client rental lead binders.
  5. Research all available housing listings as assigned.
  6. Create and maintain consistent communication channels, both verbal and written, between several parties (i.e. tenant, landlord, etc.).
  7. Serve as an ongoing liaison between property managers and participants.
  8. Rent Reasonableness documentation for each client file.
  9. Call potential and current landlords for copies of paperwork necessary for Financial Manager to issue rent and deposit checks.
  10. Field work consisting of housing habitability inspections, taking clients to rentals to apply, dropping off and picking up rental applications, housing meetings for all counties we serve.
  11. Provide crisis management as needed and mediate conflicts with landlords.
  12. Work with Case Managers to provide clients with appropriate resources. Participate in triads with Case Managers and clients as needed to address housing barriers.
  13. Stay up to date with fair market rental guidelines and area median incomes.
  14. Negotiate rent and deposit amounts with landlords and property managers.
  15. Contact assessor's office to verify ownership for Financial Manager.
  16. Perform other reasonably related duties as assigned by the Program Director/Financial and Housing Manager.
- B. Responsible for assistance with client development.
1. Liaison between clients and community service agencies to meet client needs.
  2. Maintain a list of all available community housing services and providers.
  3. Assure a safe, non-judgmental environment for the clients.
  4. Maintain positive, professional, relationships with clients, staff and outside affiliates.
  5. Participate in agency and outside training sessions.

C. Record keeping and communication.

1. Maintain housing sections of files on each participant which will include; rent reasonableness, leases, client contracts, habitability inspections, etc.
2. Provide records and services in compliance with agency policies, regulatory and funding source requirements.
3. Maintain daily, clear and thorough communication with Financial & Housing Manager on all areas of responsibility listed in this job description.

D. Responsible for self-development.

1. Continually learn and enhance technical and interpersonal skills.
2. Attend staff meetings/assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.

**EQUIVALENT EDUCATION AND EXPERIENCE:**

This position requires a Bachelor's Degree in Social Work or a related field or three (3) years' experience working with the homeless population and CAC or CADC, or experience working in alcohol/drug recovery programs. Housing, rental, property management experience is highly desired. This position requires demonstrated ability in record keeping, good written and verbal communication skills, and knowledge of problems unique to women, minorities, persons with disabilities, substance abuse, low income, and general homeless population. This position requires CPR and First Aid training within ninety (90) days of employment date and recertification as necessary and T.B. testing annually. A valid California driver's license, proof of insurance, and a clean driving record are required.

**SPECIFIC SKILLS REQUIRED:**

Excellent oral and written communication skills  
Ability to assist and motivate other people at a pace congruent with their ability.  
Organizational skills  
Analytical and decision making ability  
Statistical and mathematical skills  
Computer Skills  
Cultural Competency \*

\*Cultural competence is defined as a set of values, behaviors, attitudes, and practices within a system, organization, program or among individuals, which enables them to work effectively, cross culturally. Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors of individuals and families receiving services, as well as staff who are providing such services. VOA strives to achieve cultural competence is a dynamic, ongoing, developmental process that requires a long-term commitment. Our focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LBGQTQ, class, age, ability, religion, and language. Bilingual and translation services are available to client when deemed necessary. All staff are trained annually on cultural competency.

**PHYSICAL REQUIREMENTS**

Lift and move up to 10 pounds  
Stand, walk and sit frequently  
Bend, kneel, and stoop occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are performed independently with guidance and direction from the Program Director/Financial & Housing Manager. Must be able to work independently toward attainment of operational goals and contract compliance.

**SUPERVISION EXERCISED:**

May be required to assist/train assigned volunteers.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with county, state, city and business entities, clients, and all levels of support staff. The Housing Coordinator is responsible for promoting company image and providing advice on company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

**FINANCIAL RESPONSIBILITY:**

Substantial financial loss through loss of business contracts is possible; thus all expenditures must be approved by the Program Director and Financial & Housing Manager.

**NUMBER OF EMPLOYEES**

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**This Housing Coordinator job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties as outlined above.

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Employee Signature \_\_\_\_\_ Date Signed: \_\_\_\_\_