



JOB TITLE	Regional Housing Coordinator	SALARY RANGE	9
DEPARTMENT	Community Services	CLASSIFICATION	12
REPORT TO	Emergency Services Program Manager	STATUS	Non-Exempt Position

JOB SUMMARY

The Regional Housing Coordinator has the general responsibility for the organization, implementation and delivery of community action programs, as assigned. This position has the general responsibility to act as a resource, an advocate for low income persons and to design and implement strong supportive services, education and programs that benefit community action program participants and the community. This position is also responsible for assisting in the development of new programs in a way that builds awareness within the community. Integral to this position is continued support of the mission of the Agency.

QUALIFICATIONS

Education:

- High School Diploma or equivalent and additional training

Education may be waived with significant job related experience

Experience:

- More than 1 year

Authorization:

- DHS Background Study
- Valid Driver's License

Work Environment:

- Conventional – Office model
- Community Facing – Direct interaction or communication with a public.
- Hybrid – Flexible work model that is a blend of in-office, remote, and/or on-the-go.

SKILLS, ABILITIES, & OTHER KNOWLEDGE

Skills

- Excellent oral and/or written communications skills.
- Ability to manage time that results in both a satisfactory quantity and quality of work.

Ability

- Support the Mission of the Agency through daily work and while representing the Agency in public.
- Have general knowledge of programs and activities of the Agency.
- Demonstrated ability to work independently and as a team member.
- Must be able to handle diverse work problems on a daily basis.
- Must be able to organize a work schedule, set priorities and work effectively to meet deadlines without supervision.
- Must be able to adjust to changes necessitated by last minute assignments and deadlines requests that may prove stressful.
- Ability to effectively work across differences, especially socio-economic and cultural differences.
- Attend trainings, classes and meetings as necessary to improve job skills and maintain an acceptable level of job performance.
- Serve as a mentor for new staff.

Other Knowledge

- Have knowledge and apply Agency policies and procedures, including safety, technology, data practices and other applicable policy, procedure and program regulations.
- Understand numbers and mathematical concepts.
- Knowledge of public and private sources of debt equity and subsidy.
- Knowledge of Community resources.

PRIMARY DUTIES & RESPONSIBILITIES

This job description is not intended to be all-inclusive and employee will also perform other reasonably related business duties as assigned.

Area 1: Program Operations

- Actively participate and assist in assigned program, community, committees and staff meetings and/or training sessions.
- Actively collaborate with team members, volunteers, program participants and/or community partners in working towards achieving program goals and objectives.
- Coordinate services with other community programs, build relationships with other service providers and represent the agency on committees when directed.
- Maintain awareness of emerging trends and issues low-income persons are facing that prevent stability and assist in the development of new programming.
- Identify and work with participants with Serious Mental Illness and Serious Persistent Mental Illness.
- Conduct Outreach to institutional, segregated, correctional and homeless settings, as well as other community providers in order to identify eligible participants who are able to sustainably live in the community with home and community based services, including but not limited to Medicaid waivers, PCA, and housing stabilization services.
- Develop and regularly update a list of all current housing resources available to persons with low incomes in the community, including all publicly and privately owned assisted housing, consulting with the HUD field office to assure completeness of the list. This list should include both housing programs that are administered by the agency and those that are not.
- Administration of the Bridges Voucher; processing of applications, certificate and leasing documents, inspections, yearly renewals and maintenance of the waiting list.
- Monitor Housing program practices, projects, properties and agreements.
- Attend monthly meetings to review program performance, referral process, housing choice.

Area 2: Program Compliance

- Legibly, timely and accurately maintain all required records and submit all reports, data entry, and electronic or paperwork as required by supervisor or management.
- Inform the supervisor and/or department management of potential problems of the programs dealing with procedures, policies, and/or employee concerns.
- Create and actively track outcomes for programs that have been assigned, problem solve as programmatic issues arise and assist with Agency and funding source reports in a timely manner, as assigned.
- Monitor service and budget outcomes.
- Provide technical assistance and training efforts to include; training for mental health staff, landlords on long term homelessness, and the service delivery system.

Area 3: Program Communications

- Have general information and knowledge of all programs and activities of the agency
- Provide outreach and build awareness in the community for the issues that cause economic instability of low-income individuals and families.
- Provide technical assistance and training efforts to include; training for mental health staff, landlords on long term homelessness, and the service delivery system.

Area 4: Development Assistance

- Review and monitor assigned program budget items.
- Work closely with other program staff to coordinate programs to effectively impact program participants in their pursuit of self-reliance.

JOB FACTORS

Supervision of Others

- Not responsible for supervision of others

Safety of Others

- Modest amount of responsibility for the safety of others. Complacency with established safety regulations for the job performed mitigates exposure to injury of self or others.

Contacts

- Contact is both inside and outside the agency, and may include formal presentations.

Physical Demand

- Must be able to lift 25 pounds.
- Requires sitting, standing, bending, stooping and reaching.
- Physical ability to operate equipment specific to your position.

Travel

- Must have reliable transportation.
- Must have valid driver's license and current auto insurance coverage in compliance with Minnesota State guidelines on the vehicle used for work related travel.
- Travel for completion of job duties, trainings and meetings as required.

GENERAL AGENCY REQUIREMENTS

Professionalism:

- Maintain positive work atmosphere by behaving and communicating in a manner that fosters good relations with customers, co-workers, providers, volunteers and supervisors.
- Treat customers, co-workers and public in a respectful and courteous manner at all times.
- Continue to develop skills and abilities.

Community Representation

- Represent Lakes and Pines Community Action, Inc. in a positive manner.
- Adhere to the Community Action Code of Ethics.
- Seek to understand poverty and barriers faced by community members.

Confidentiality

- Maintain confidentiality of agency, program and customer information.