

JEWISH FAMILY SERVICES JOB DESCRIPTION

JOB TITLE: Refugee Services Housing Coordinator (RSHC)
DEPARTMENT: Refugee Services Department
REPORTS TO: Refugee Resource Development Manager
Director of Resettlement Services

PURPOSE/SCOPE OF RESPONSIBILITY

The Refugee Services Housing Coordinator works actively to increase housing opportunities for refugee services clients and assists clients to apply for, qualify for, and move in to affordable housing. The Refugee Services Housing Coordinator assists refugee services clients to apply for subsidized housing and obtain and retain it.

ESSENTIAL DUTIES, RESPONSIBILITIES, & COMPETENCIES

1. RSHC will work closely with Refugee Resettlement and Employment Departments, coordinating activities with Directors, Managers, and other staff.
2. Respond to referrals of new clients in timely manner
3. Keep client case files up to date and organized.
4. Communicate regularly and effectively with the client, service coordinators, service providers, and support personnel to ensure that clients meet house application requirements and maintain housing when secured.
5. Identify housing option for clients that fulfill their specific location, size, and affordability requirements.
6. Assist clients in completing applications and providing necessary documents to be placed on affordable housing waiting lists.
7. Based on their disability and medical needs, assist clients in requesting reasonable accommodations from lease requirements.
8. Help clients budget and plan for move-in expenses.
9. Facilitate all aspects of the application process once the client becomes a potential qualified applicant including assistance in understanding and signing the lease agreement.
10. Ensure that clients maintain housing by responding to request for assistance in lease renewals, lease violations, or re-certifications.
11. Be professional in representing JFS to landlords/property managers with the intention of expanding the network of properties available for refugee services clients.

12. Actively seek and regularly communicate with property managers/affordable housing developers in order to expand and maintain a current and accurate list of affordable housing/rental properties which are accepting applications.
13. Identify opportunities for housing advocacy and collaborate with Refugee Resource Development Manager and Refugee Services Manager in pursuing them.

OTHER DUTIES, RESPONSIBILITIES, & COMPETENCIES

1. Meets client's needs by participating in the planning for necessary services in the agency.
2. Shares professional knowledge with staff by seeking out professional development opportunities and sharing new learning with staff.
3. Establishes the agency as a credible service provider by presenting information at community workshops.
4. Supports agency operations by appropriately representing the agency in all forums and by demonstrating commitment to agency philosophy, mission, goals, policies and procedures.
5. Contributes to effective use of agency resources by identifying and implementing options for cost containment.
6. Contributes to team effort by accomplishing related results as needed.
7. Uses time effectively by appropriately planning, organizing and scheduling required work hours to meet agency needs.
8. Demonstrates effective judgment by making appropriate decisions, as well as conducting and maintaining professional manners and appearance at all times.
9. Maintains safe and clean working environment by complying with health and safety guidelines.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Bachelor's degree in a human services field.
- Minimum experience of 2 years in related field or in housing.

- Proficiency in Microsoft Suite.
- Ability to organize and prioritize work and to work independently with little supervision.
- Ability to work among with large teams effectively.

REQUIRED LANGUAGE SKILLS

Ability to express oneself in an articulate and effective manner both verbally and in written communication.

REQUIRED REASONING ABILITY

Ability to deal with abstract as well as concrete concepts, problematic people and situations.

Ability to define problems, collect data, establish facts and draw valid conclusions.

The salary range, duties and responsibilities of this position meets the requirements of Section 13 (a) (1) of the Fair Labor Standards Act and therefore qualifies as an "exempt" position.