



## **JOB DESCRIPTION**

### **Housing Coordinator**

**Reporting to:** Manager, Housing Services

**EEO Category:** Professionals

**Created:** 2/14/2019

**Employee Type:** Grant Position

**FLSA Classification:** Non-Exempt

**PRO:** Community Based - Clinical

**Modified Date:** 3/7/2019

#### **POSITION SUMMARY**

The Housing Coordinator will provide property management, housing assessment, care planning, referrals, re-evaluation, case management and discharge planning to individuals participating in state grant-funded programs, such as Permanent Supportive Housing (PSH), Coordinated Entry, Housing First, HOME, or Emergency Solutions Grant (ESG).

#### **ESSENTIAL RESPONSIBILITIES**

##### **Case Management & Housing Services (35%)**

- Advocate for participants
- Provide participant with ongoing assessment, matching changing needs with appropriate services and referrals
- Initiate, maintain, update and monitor Housing Plan; identify goals and objectives to meet individual housing needs emphasizing increased income strategies
- Provide crisis intervention/prevention and follow-up services, as needed
- Market the program within Aspire and to external referral sources by coordinating the establishment of networks among community resources
- Educate participant, family members and lateral contacts on housing related case management issues
- Provide necessary support services based on housing plans
- Monitor standards of apartments/living conditions for participants

##### **Coordination and Communication (30%)**

- Build and maintain caring and trusting relationships with participants and family members
- Build and maintain a strong network of external relationships (which may include Region 8 Homeless Committee members, Community Service Council, community agencies, etc.)
- Become knowledgeable regarding community resources and maintain a strong referral network
- Serve as a team member for the program, and work in tandem with applicant and support systems to assist with community resources as requested by participants
- Maintain involvement in Region 8 Homeless Planning Council
- Assist and/or link participant with financial matters, benefit management and maintain associated paperwork (e.g., Township Trustee Appointments, Salvation Army Appointments, HUD paperwork, etc.)
- Participate in performance management and coaching; respond appropriately to direction and constructive criticism from management
- Provide ongoing communication and feedback to assigned supervisor regarding position responsibilities

##### **Reporting and Documentation (30%)**

- Keep thorough and accurate progress notes, document next steps, and update housing plan accordingly; timely entry into HMIS system

- Maintain case and agency paperwork according to Aspire and funder's (IHCD, HUD, FHLBI, etc.) standards or requirements
- Maintain spreadsheets of all participants assistance provided and monitor unspent funds as to not exceed award amounts
- Ensure service match is reported in a timely manner and consistent with funds expended per participant

#### **Professional Development (5%)**

- Complete and maintain compliance with required trainings and education required for the position
- Participate in appropriate team and/or administrative meetings, assigned committees, in-services, and other continuing education/training
- Proactively create and execute a professional development plan to stay current within the field

#### **Core Values**

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** – Sets an intentional culture of personal responsibility; believes everyone carries the load
- **Relationships** – Serves colleagues and consumers with love, empathy and compassion

#### **Position-Specific Competencies**

- **Flexible** – Ability to move between multiple locations for sessions, quickly adapt to the consumer and the location and address emergent situations
- **Problem-solver** – Critical, creative thinker in solving problems and reaching goals with consumers
- **Collaborative** – Work cooperatively with consumer and family members (if applicable), as well as outside treatment agencies, to reach recovery goals identified in consumer treatment plan
- **Detail-oriented** – Exercise organizational discipline in maintenance of accurate documentation systems and case management practices
- **Effective communicator** – Use 2-way communication that demonstrates warmth, clarity, and professional consideration for consumer and staff beliefs, values and judgments

#### **CRITICAL FUNCTIONAL SKILLS & KNOWLEDGE**

##### **Education**

- High School Diploma or equivalent required
- Associate's degree in behavioral science highly preferred; equivalent experience may be considered.

##### **Experience**

- One (1) year of case management experience preferred
- Knowledge of and ability to relate to community resources preferred

##### **Other**

- Ability to meet or exceed metric standards that have been established for this organizational level or position within Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Knowledge and application of utilizing social service systems (school systems, child welfare, corrections, etc.) highly preferred
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (fax machine, copier, scanner, computer, telephone system, etc.)
- Must be detail oriented, have excellent organizational skills and be flexible
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines

- Shows appreciation for and ability to respond to cultural differences, and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Must comply with all Aspire policies and procedures, including Aspire Indiana's Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates and/or agents
- Must possess/maintain a valid driver's license, current automobile insurance, and a driving record that meets the guidelines and requirements of the organization
- Must have the ability to use private car to transport self and others
- Display a positive work ethic

### **PHYSICAL DEMANDS & WORKING CONDITIONS**

The nature of work may generate considerable physical (transporting, moving, assisting participants, etc), mental and visual demands. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Mobile office environment with heavy travel within the community
- Heavy exposure/use of computers, cell phones, office phones, etc.
- Ability to communicate effectively by phone or in person
- Daily, weekly, monthly and annual deadlines
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Frequently required to be physically mobile (stand, walk, reach, use hands and finger, stoop, kneel, crouch or crawl, climb, balance, bend) throughout work hours, and also the ability to sit for prolonged periods throughout work hours
- Manual dexterity sufficient to operate keyboard, copier, telephone, calculator, and the ability to write and/or type
- Ability to lift files, open filing cabinets, climb to reach higher files, and lift average-weight objects up to 25 lbs; must be able to occasionally lift and/or move 50 or more pounds
- Must be able to respond appropriately in crisis situations and manage physically threatening consumers by following Aspire protocols

### **Background Checks**

Employment is contingent on background checks as required by Aspire's policies which may include: Drug Test, Criminal History, Sex Offender Registry Search, State Central Registry Check, Driving, History Record, Employment Verification, Education Verification, and Professional References

### **Supervisory Responsibilities**

This position has no supervisory responsibilities

### **Work Hazard Category**

Category II - Tasks that may involve exposure or potential exposure to blood, body fluids or tissues. Appropriate protective equipment will be readily available to every employee engaged in Category II tasks.

### **Employee Statement of Understanding**

I have read and understand the job description for my position. I understand this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required for this job.

Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with customers and fellow employees.

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Employee Signature

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Date

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Printed Name