



Interfaith Homes & Housing Initiative Program Position Description

Housing Services Coordinator

The Housing Services Coordinator works a minimum of 24 hours per week. Under the supervision of the Interfaith Homes Program Director, the Housing Services Coordinator assists the Case Managers, Case Aide, and Medical Case Manager in providing services to the program residents who have a significant history of homelessness and are very vulnerable. The Housing Services Coordinator is responsible for helping to manage leases for residents, which includes establishing and facilitating trusting relationships with the residents, landlords, property managers, and County employees to expedite the client's use of services along the Continuum of Care. In conjunction with the Case Managers, the Housing Services Coordinator monitors, evaluates, and advocates for services to meet each resident's specific needs. The Housing Services Coordinator will be working with two Permanent Supportive Housing programs in which residents are located at scattered site housing throughout Montgomery County with the Interfaith Homes (IFH) Program and Housing Initiative Program (HIP). **This candidate should possess strong organizational skills, be prepared to work in a fast-paced environment independently and also with a large team, as well as meet monthly task deadlines.**

Responsibilities:

1. Develop professional relationship with the clients by engaging and building rapport.
2. Conduct unit inspections to ensure they meet requirements outlined by local and federal regulations.
3. Report all concerns about residents to the Case Managers and Program Director.
4. Document monthly rental payments for each resident.
5. Notify residents of delinquent rent payments or lease violations.
6. Work with the Case Managers to connect the residents to needed resources.
7. Assist Case Managers by transporting clients to appointments with other providers.
8. Attend staff meetings as scheduled.
9. Joins Coordinated Entry Committee meetings and other relevant meetings held by the County.
10. Other duties as assigned.
11. Represent Interfaith Works in the Landlord Recruitment Collective. Attend meetings as scheduled.
12. Help Case Managers maintain client files by providing updated lease, sublease, and rent payment documents.
13. Develop professional relationship with landlords and property managers.
14. Locate apartments in Montgomery County and transport clients as needed to view units.
15. Schedule appointments for residents to visit available apartments and transport them as needed.
16. Accompany Case Managers on client visits as needed.
17. Coordinate lease and sublease signings and renewals with residents, landlords/property managers, and IW's CEO.
18. Help clients relocate belongings when moving to a new apartment.

Qualifications:

1. Minimum of an Undergraduate Degree. Experience working with the target population preferred.
2. Ability to work evenings if needed.
3. Ability to work with a team.
4. Excellent organizational skills.
5. Excellent written and oral communication skills.
6. Must have clean driving record and valid driver's license.
7. Knowledge of crisis interventions.
8. Ability to work in a fast-paced environment that requires meeting monthly deadlines.
9. Ability to identify and react appropriately to signs of behavioral issues among residents.
10. Proficiency with Microsoft Windows and Office365, in addition to Outlook, Word, Excel, and PowerPoint.

Supervision: The Housing Services Coordinator reports to the Program Director for Interfaith Homes and Housing Initiative Program.

To Apply: Please submit your resume, cover letter, writing sample and driving record to Farha Mowlana at fmowlana@iworksmc.org or via fax at 301-770-5966.