



Interfaith Homes & Housing Initiative Program Position Description

Housing Services Coordinator

The Housing Services Coordinator will be working with two Permanent Supportive Housing programs in which both individuals and families are located at scattered site housing throughout Montgomery County with the Interfaith Homes (IFH) Program and Housing Initiative Program (HIP). Under the supervision of the IFH–HIP Program Director, the Housing Services Coordinator assists the Case Managers, Medical Case Manager, and Case Aide 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 advocates to support each resident in successfully maintaining housing.

Responsibilities:

1. Develop professional relationship with the residents by engaging and building rapport.
2. Locate apartments for individuals and appropriate housing for families in Montgomery County; and schedule appointment for clients to view available housing, transporting them as needed to visit, apply for, and lease the housing.
3. Conduct unit inspections to ensure they meet requirements outlined by local and federal regulations.
4. Coordinate lease and sublease signings and renewals with residents, landlords/property managers, and IW's CEO.
5. Develop professional relationship with landlords and property managers.
6. Act as a liason with landlords and property manager, providing necessary communication about emerging issues.
7. Report all concerns about residents to the Case Managers and Program Director.
8. Document monthly rental payments for each resident.
9. Notify residents of delinquent rent payments or lease violations.
10. Accompany Case Managers on site visits/inspections as needed.
11. Assist with rehousing clients, including setting up moving services to help clients relocate belongings when moving to a new location.
12. Assist Case Managers maintain client files by providing updated lease, sublease, and rent payment documents.
13. Attend staff meetings as scheduled.
14. Join Coordinated Entry Committee meetings and other relevant meetings held by the County.
15. Other duties as assigned.

Qualifications:

1. Minimum of an Undergraduate Degree. Experience working with the target population preferred.
2. Very strong organizational skills and ability to work in a fast-paced environment independently,

meeting monthly task deadlines.

3. Ability to work together with a highly integrated team.
4. Ability to work evenings if needed.
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 identify and react appropriately to signs of behavioral issues among residents.
9. 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 the Housing Initiative Program.