



Position Description

Position Title:	Housing Coordinator	Department:	HCV
Reports to:	HCV Administrator	Approved By:	Amy Jacobowitz
FLSA Status:	Non-Exempt	Approved Date:	

Summary

The primary purpose of this position is to coordinate supportive services and provide case management for the Emergency Housing Voucher (EHV) program. In addition, this position serves as the agency’s landlord liaison and the Housing Search Assistance Program (HSAP) Coordinator. The incumbent serves as a liaison between the EHV client and the Coordinated Entry (CE) system. The incumbent will communicate, measure, analyze and make recommendations in support of this goal. In addition, the position maintains EHV waiting list, verifies information, determines initial eligibility, rent amounts and continued eligibility, notifies applicants of the decision rendered, and assists with providing additional supportive services to EHV participants. The incumbent will be responsible for the supervision of the HSAP Housing Counselor role.

All activities must support the Fort Wayne Housing Authority (“FWHA” or “Authority”) mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Leads and supervises Housing Counselor. Provides coaching and counsel as needed.
- Serves as the lead EHV liaison and point of contact for Coordinated Entry referrals.
- Maintains communication with referring agency on status of referred participant.
- Meets regularly with CoC partners to review program metrics and address concerns.
- Attend all appropriate CE/client meetings with CoC regional partners, including but not limited to Case Conferencing meetings and Regional Council meetings
- Coordinate with PHAs and Community Mental Health Centers ("CMHC") to provide supportive services to individuals and families who receive Emergency Housing Vouchers.
- Ensure that the application, certification, and EHV issuance processes are completed in a timely manner.
- Ability to transport applicants and participants throughout the community.
- Communicate with landlords to ensure understanding of regulations, policy, and expectations.
- Monitors efficiencies and outcomes related to the Housing Search Assistance Program.
- Serve as landlord liaison including landlord outreach and recruitment.
- Facilitate Landlord briefings.
- Ensures that rental rates and landlord contracts are appropriate and in accordance with HUD requirements; communicates with landlords and negotiates modified rates as required; and establishes the recommended Housing Assistance Payment (HAP) and contract rental rate.
- Represents FWHA at community meetings, conferences and workshops by providing program presentations.
- Creates a sense of belonging with team member, client, and community member interactions.
- Listens for understanding and connection.



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- Dedicated to work directly with a diverse group of people.
- Actively supports our agency's commitment to diversity, equity, inclusion and belonging.
- Promotes FWHA brand awareness by adhering to FWHA brand standards and ensure that any communication regarding the public value of affordable housing programs offered by FWHA also addresses the many other public values served (fair housing, economic development, welfare-to-work, etc.)
- Performs other duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority; uses appropriate judgment & decision making in accordance with level of responsibility.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts need to perform work.

Commitment: Sets high standards of performance; pursues professional goals and works smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition with determination and diplomacy.

Professional Behavior: Exhibits positive, polite, courteous, honest, and conscientious behavior with all internal/external clients. Accepts responsibility for actions and adjusts behavior as appropriate.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness and professional integrity; holds oneself personally responsible for one's own work; and does fair share of work and contributes to the overall success of the organization.

Reliability & Judgment: Incumbent demonstrates sound reasoning and critical thinking by making decisions in line with established Agency expectations. Performs work in a reliable manner that is both accurate and timely.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and receives feedback appropriately; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Safety Awareness: Incumbent is cognizant of their surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate.



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Education and/or Experience

- Bachelor's Degree: Business Administration, Public Administration, Social Work, Psychology, Sociology or a related field from an accredited college or university
- 3 years' experience in project coordination, process analysis and improvement practices.
- An equivalent combination of education and experience may be considered.
- Must possess a valid state issued driver's license and be insurable under the Authority's plan.

Technical Skills

- To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook).
- Must have the ability to learn other computer software programs as required by assigned tasks.
- Strong communication skills are essential.
- May be required to obtain HCV Specialist certification within one year.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- To perform this job successfully, the employee is frequently required to remain in a stationary position.
- Daily movements include sitting; standing; operating computers and other office equipment; moving about the office; reaching, bending, and pushing to retrieve and replace files; and attending onsite and offsite meetings.
- The employee must be able to communicate via email and verbally via telephone.
- The employee must occasionally transport up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Office environment. The noise level in the work environment is usually moderate.



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Read and Acknowledged

Disclaimer: This job description is not intended to be all-inclusive; an employee will also perform other reasonably related job responsibilities as assigned by immediate supervisor and other management as required. FWHA reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Management reserves the right to change job descriptions, job duties, functions, and requirements.

Employee Signature

Date

Employee Name [printed]

Supervisor Signature

Date

Supervisor Name [printed]