

## **Job Description – Housing Associate**

### **Position Summary:**

The purpose of the position is to support refugees through providing them with welcoming, safe, and comfortable homes upon their arrival in the United States. Responsibilities include the setup of apartments, delivery of food and furnishings, assessing the quality and safety of client housing, and providing oversight for procurement, storage, and delivery of donations.

### **Responsibilities:**

1. Organize and pick up agency donations according to the determined client-housing needs.
2. Rent, drive, and return box truck for apartment set ups and donation pick-ups.
3. Maintain storage area in a clean organized fashion.
4. Provide clean, safe, and sanitary items for all households.
5. Place all necessary items in client homes prior to arrival to comply with the reception and placement Cooperative Agreement housing requirements and Indiana housing laws.
6. Assist with setting up utility accounts and helping to transfer accounts into clients' names.
7. Provide adequate and culturally appropriate food for new arrivals.
8. Set up apartments for newly arriving refugees.
9. Conduct Home Safety Evaluation and complete Home Supply with U.S. ties ahead of client's arrival to ensure the home is safe and properly equipped.
10. Submit expense documentation in a timely manner and account for agency expenses in client casenotes and casefiles.
11. Contact local and national industries to inquire about donations and search sales, second hand, and consignment stores for reasonably priced furnishing.
12. Coordinate with R&P staff to accommodate special housing needs and last minute delays.
13. Communicate with persons designated for airport pick-ups about the housing circumstances arranged for the individual or family.
14. Procure all items needed for making clients homes comfortable, safe, and welcoming.
15. Participate in weekly Exodus staff meetings
16. Perform other duties as may be required by the supervisor.
17. Reports to the Housing Manager.

### **Position Criteria:**

- Must have an associate's degree or equivalent experience.
- Preferably have a minimum of two years of experience in social services or a housing related program.
- Must be able to effectively communicate with clients of diverse cultural and language backgrounds.
- Must be comfortable working as part of an intercultural team.
- Must possess strong record-keeping skills.
- Must be able to lift heavy furniture.
- Ability to drive box trucks throughout the city.
- PC proficient in Word and Excel.
- Must be a self-starter with a high level of organizational skill, flexibility, and commitment to refugees.