

Job Description – Extended Housing Coordinator

Position Summary:

The purpose of the position is to support Exodus clients who need help with housing outside of the initial 90-day Reception & Placement period. Responsibilities include meeting with clients to solve housing problems, applying for housing, providing housing-related education as needed, and maintaining knowledge of housing-related systems in the Central Indiana area.

Responsibilities:

1. Monitor the complete process of extended housing referral, assessment, housing acceptance, rent up through move-in, and post placement.
2. Apply for and submit applications for housing (subsidized and unsubsidized) for vulnerable clients identified in the assessment process.
3. Meet with clients as needed to educate them on housing options and processes and to walk them through needed steps to obtain housing.
4. Evaluate referrals for priority and assist clients in solving housing problems, either by educating them and/or by assisting and advocating on their behalf as needed.
5. Establish and maintain ongoing relationships with landlords, property management companies, and housing authorities to help clients with housing needs.
6. Maintain a database of landlords and property managers in collaboration with the R&P Housing Manager.
7. Provide housing-related ADLs as needed for clients outside of the R&P period who are not enrolled in extended programming.
8. In limited cases, assist clients with the process of moving, utilizing appropriate staff and other resources.
9. Respond to urgent housing needs (ex. evictions, clients on the verge of homelessness).
10. Respond to complaints from landlords & clients related to housing conditions & provide mediation.
11. Maintain up to date knowledge of housing requirements, rental assistance resources, and other housing & energy assistance agencies within the Central Indiana area.
12. Keep accurate records and update case notes, databases, and reports as needed.
13. Assist with rental payments beyond the R&P period, as needed.
14. Participates in Emergency and Airport week on a rotating basis with other staff.
15. Participate in weekly Exodus staff meetings.
16. Perform other duties as may be required by supervisor.
17. Reports to the Director of Operations.

Position Criteria:

- Must have a bachelor'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 have a safe vehicle, valid license, and 100,000/300,000/100,000 auto insurance to transport clients, or otherwise have access to safe, timely, and reliable transportation.
- Must possess strong record-keeping skills.
- PC proficient in Microsoft Office Suite.
- Must be a self-starter with a high level of organizational skill, flexibility, and commitment to refugees.
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Signature of Employee

Date