

JOB DESCRIPTION

JOB TITLE: Housing Mobility Coordinator
EXEMPT: Yes
SALARY LEVEL: Minimum: \$48,131.76 Maximum: \$60,798.12
EMPLOYEE REPORTS TO: Mobility Counseling Manager
PREPARED BY: jb DATE: April 1, 2024
APPROVED BY: DATE:
EXPIRATION DATE: April 19, 2024

SUMMARY

This position is responsible for Elm City Communities, HANH/Glendower Mobility Counseling and Relocation and the implementation of the Housing Choice Voucher (HCV) Mobility Counseling program.

This position entails significant communication skills, the ability to interact with key Housing Authority personnel, business groups, landlords, non-profit organizations and HCV participants. The individual must be skilled in written and verbal communications, possess high-level analytical ability, a self-starter and must operate independently. Review policies and changes as they arise, implement and update spreadsheet and the ability to report on a regular basis. Develop a data system to track participation and program outcomes

ESSENTIAL FUNCTIONS:

1. Identify social service agencies to assist in necessary workshops for program participants, obtain commitments from various agencies and schedule workshop sessions as needed.
2. Provide weekly/monthly reports regarding the status and outcomes of the program.
3. Develop family plans with objectives, services to be provided, milestones for completion of key elements and timetables.
4. Provide motivational counseling to participants regarding housing search methods and utilizing community resources.
5. Make appropriate referrals for needed services to help remove barriers to a successful mobility move (i.e. credit repair, substance abuse);
6. Provide families with detailed information about locational options in opportunity areas, accessing schooling needs of each child in the family and make attempts to refer families to an area where family needs are best met.
7. Assist families in making readiness determination with efforts of credit repair or rental history problems to assist families with meeting tenant screening requirements, transitions after their move, including help in locating schools, churches, childcare, employment, social and medical services.

8. Maintain required records of counseling services provided and the referrals made for each family to include follow-up telephone calls.
9. Perform duties of the position with minimal direction and complete work tasks in a time-sensitive environment.
10. Adapt well to changes in work environment, manage competing demands, create, interpret and maintain data systems. Assist when needed in all aspects of temporary and permanent relocation of public housing residents.
11. Perform all other related duties as assigned.
12. Must have a valid driver's license and access to a vehicle. Excellent time management skills with proven ability to meet deadlines and ability to prioritize tasks;
13. Bilingual speakers are a plus.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Ability to interact with key agency personnel, business groups, landlords, non-profit organizations and HCV participants.
2. Possess high level analytical skills.
3. Ability to be a self starter and work independently.
4. Thorough understanding of mobility counseling and housing search.
5. Experience in capturing metrics and producing various housing markets.
6. Experience in all areas of sourcing such as the internet, social media, networking, housing referrals, housing postings, as well as conducting training and virtual landlord networking.
7. Experience in working with applicant tracking systems.
8. Superior verbal and written communication skills.
9. Possess a high-level analytical ability
10. Proficient with Microsoft Office Suite, Smartsheet or related software.
11. Excellent interpersonal skills.
12. Strong presentation skills.
13. Strong analytical and critical thinking skills.
14. Exemplifies the desired culture and philosophies of the organization.
15. Ability to moderate large groups.
16. Extremely organized and detail oriented.
17. Ability to be a self starter.
18. Proven ability to build relationships and collaborate with all levels of the organization.
19. Ability to perform duties of the position with minimal direction and complete work tasks in a time-sensitive environment.
20. Ability to adapt well to changes in work environment and manage competing demands.
21. Ability to think strategically and make data-driven decisions.
22. A valid Connecticut driver's license.
23. Ability to twist, bend and lift up to 30lbs unassisted;
24. Strong computer proficiency (i.e., Microsoft Excel, Word, PowerPoint, Smart Sheet).

EDUCATION AND EXPERIENCE

1. Bachelor's Degree in Social Work, Business, or Public Administration or related field preferred;
2. Knowledge of the Housing Choice Voucher program and/or equivalent work experience will be considered.
3. 2-3 years of real estate and/or property management, working with Section 8 and RAP housing voucher participants, or working with landlords and housing clients required.
4. 1-2 years of administrative experience preferred.
5. Knowledge of housing resources available in Connecticut or greater New Haven is preferred.

APPLICATION AND SUBMISSION

ELM CITY COMMUNITIES, THE HOUSING AUTHORITY OF THE CITY OF NEW HAVEN RESERVES THE RIGHT TO CONSIDER APPLICATIONS AND RESUMES UPON RECEIPT AND MAKE EMPLOYMENT DECISIONS ACCORDINGLY UNTIL ALL POSITIONS ARE FILLED.

All applications and resumes must be in the Human Resource Office on or before April 19, 2024

Job descriptions & Applications may be obtained from GLENDOWER/HANH at 360 Orange Street, New Haven, CT 06511. Resume submission without applications to the address above, Fax number (203) 497-8202, e-mail to jobs@newhavenhousing.org, TDD number (203) 497-8434, between the hours of 9:00 - 5:00 p.m. weekdays. Elm City Communities, HANH accepts applications only for positions it is trying to fill. If an applicant requires further information, please call the HR Office at (203) 498-8800 Ext. 1022. Disabled are encouraged to apply.

AN EQUAL OPPORTUNITY EMPLOYER M/F/V