

**HOUSING COORDINATOR (HELP Program)**

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves overseeing and coordinating a variety of housing-related functions and programs for clients seeking temporary and/or emergency housing. The incumbent will serve as the primary contact for housing assistance and liaise with community partners. The incumbent will also assist and facilitate inspections as required and manage housing procurement plans. Work is performed under direct supervision of the Principal Social Welfare Examiner, with leeway allowed for the exercise of independent judgment in routine matters. Does related work as required.

**TYPICAL WORK ACTIVITIES:**

Meets with clients who are placed by DSS as “homeless” on a weekly basis to review housing searches and assist with finding permanent housing. Communicates meeting results to appropriate Program staff and enters case notes in State system;  
Finds placements for homeless individuals that DSS will be housing. Acts as a contact for landlords/owners of these properties regarding billing issues, client issues, etc. pertaining to homeless placements;  
Assists with Programs staff in completion of their duties;  
Enters homeless client information into the Homeless Management Information System (HMIS) as required by the State. This information must be entered upon initial homeless placement and be updated with any changes in housing. Completes any necessary periodic reports as required;  
Reaches out to local agencies/landlords regarding available housing options within Genesee County;  
Maintains records of all client contacts and enters information into database as appropriate;  
Performs pre and/or post-inspections of property for which we will be providing a security guarantee of the requested security deposit;  
Assesses housing barriers of individuals and families experiencing homelessness to determine housing and service needs;  
Develops a housing procurement, case management plan with clients;  
Provides mediation and advocacy with landlords on clients’ behalf to develop a workable plan to obtain and/or maintain housing;  
Maintains up-to-date client files and program statistics;  
Develops and/or distributes information related to tenant/landlord rights;  
Maintains a liaison between local landlords and DSS;  
Establishes working relationships with individuals receiving services from DSS with the goal to prevent evictions, maintain housing, and/or secure safe and stable housing;  
Completes documentation pertaining to the work performed;  
Works as a team member with the various divisions at DSS;  
Helps collect information for statistical reports.

The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

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### **FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of social services functions as related to housing for homeless; good knowledge of state, local and public welfare laws, policies and regulations related to emergency and temporary housing; able to maintain strong relations with others, especially community agencies and landlords; good knowledge of inspection techniques and procedures; thorough knowledge of programs and services offered by DSS; working knowledge of landlord/tenant law; strong written and verbal communication skills, organizational and conflict resolution skills; ability to thrive in a flexible, fast-paced environment, while maintaining a positive, solution-oriented approach; proficiency in MS Word, MS Excel, MS Outlook, etc.; physical condition commensurate with the demands of the position; ability to organize and coordinate information regarding housing; ability to negotiate with a diverse local community; Resourceful and sound professional judgement; ability to replay information clearly and concisely; good powers of observation; excellent verbal skills; tact, courtesy and good judgment; dependability; good physical condition.

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.

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is required to walk, climb steps, talk, hear and drive a vehicle.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

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.

The noise level in the work environment is usually quiet.

### **MINIMUM QUALIFICATIONS:**

#### **EITHER:**

- A. Possession of an Associate's degree or higher.

#### **OR:**

- B. Possession of a high school diploma or an equivalency diploma recognized by the New York State Department of Education AND two (2) years of full-time paid experience in a Human Services setting which included dealing with the public on a daily basis.

**NOTE:** Part-time experience will be considered on a prorated basis.

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**NOTE:** Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.

Non-Competitive

Adopted 5/28/24-12/31/24