

# United Housing Connections

## Job Description

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**Job Title:** Specialized Neighborhood Coordinator

**Reports To:** Director of Property Management

**FLSA Status:** Non-exempt (eligible for overtime)

**Prepared By:** Natalie Worley, VP of Programs/COO

**Prepared Date:** January 2018

### **SUMMARY:**

The Specialized Neighborhood Coordinator develops and manages efforts to support stable tenancies, strong families in exemplary facilities.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Works with Director of PM to ensure annual income certifications are completed.
- Obtains appropriate income information from tenant prior to annual certification.
- Ensures ongoing entry into YARDI and HMIS systems is current.
- Ensures collection of rent and implements corrective action as per agency policy, if needed.
- Reports any and all maintenance issues immediately.
- Inspects outside of property weekly, inside each unit quarterly.
- Holds weekly office hours at each property to assist tenants with any issues.
- Maintains monthly progress notes on clients.
- Schedules on site community building activities at least monthly.
- Coordinates move-ins and relocations with Case Managers and Building and Grounds staff.
- Serves as point of contact for Housing Authority and other providers.
- Administers Homeless Voucher program.
- Assists clients in completion of appropriate applications for housing, preferably in person.
- Participates in Fair Housing and HOME training annually.
- Exemplifies UHC's organizational values in all interactions with clients, colleagues, and the community.
- Other duties as assigned.

**SUPERVISORY RESPONSIBILITIES:** None

### **QUALIFICATIONS, EDUCATION and/or EXPERIENCE:**

College degree.

Two years of experience working in property management or similar field preferred. Two years of experience working with persons living with mental illness and/or disabilities or with elderly persons preferred.

**LANGUAGE SKILLS:**

Bi-lingual Spanish a plus.

**REASONING ABILITY:**

Good math, verbal and writing skills. Excellent interpersonal, communications and computer skills. Ability to engage, teach, support and guide tenants as needed.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

Valid S.C. Driver's License and good driving record required. Transportation to and from primary place of work required. CPO and Fair Housing Certification a plus.

**PHYSICAL DEMANDS:**

Sitting, travel to and from relevant sites. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT:**

The work environment characteristics include apartment complexes, individual homes and other agencies located throughout several different counties. Tenant home visits are required. Inspections of units may include those on different levels, with varying repair and/or cleanliness needs. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.