



Position Description: Housing Coordinator

Organization

Founded in Little Rock in 1987, Our House empowers homeless and near-homeless families and individuals to succeed in the workforce, in school, and in life through hard work, wise decision-making, and active participation in the community. Each year, Our House serves over 1,800 unique clients including 1,200 adults and over 600 children. Our House benefits from more than 3,000 distinct volunteers contributing more than 24,000 hours of service each year; \$1.6 million worth of in-kind donations of good and services; and more than 200+ partnering organizations. The diverse workforce that makes up the 80+ person team at Our House includes salaried and hourly staff, AmeriCorps and VISTA national service members, interns and resident job trainees. Our House operates on a budget of approximately \$3 million per year. Over the last decade, Our House has experienced tremendous growth, with an operating budget that has quintupled in size since 2007 and a campus expansion that has included \$10 million in capital investment. For more information, please visit www.ourhouseshelter.org.

Corporate Culture

Our House has a uniquely positive and mission-focused corporate culture. Team members are encouraged and expected to take their positions seriously, work hard, work together, engage supporters wherever possible, and always remain focused on the Our House mission. Key characteristics of the corporate culture include a focus on problem-solving, capacity-building, thriftiness, and teamwork.

Position Description

Reporting to the Director of Housing, the Housing Coordinator is responsible for the daily operations of the Our House on site Housing Programs, which includes The Shelter and Family Housing. These programs provides emergency and long term housing to between 110-120 men, women and children at any given time. Our House is a comprehensive program committed to giving individuals and families the wrap around support needed to successfully bridge out of homelessness and into self-sufficiency, while empowering them to live a healthy and stable life. In light of this, the Housing Coordinator will lead health-related activities for housing clients and support to meal service volunteers to provide clients with resources and education to live their best and healthiest life. The Housing Coordinator has significant supervisory and program management responsibilities and must maintain a deep working knowledge of the field, program operations, regulatory requirements and other areas as described below.

Responsibilities

- Ensure safety of Housing residents through implementation of polices and procedures related to safety, health, trainings, drills, sanitation, crisis management, and intake screenings.
- Train, coach, and lead a job trainee team for Our House's housing programs, with the responsibility including: recruitment, training, management, and time sheets. The team includes three job trainees.

- Oversee the day to day operations of Our House’s onsite Housing Programs, which includes The Shelter and Family Housing.
- Ensure compliance with all requirements of regulatory agencies and funders of the housing programs, including requirements related to reporting and licensure (i.e. fire, health department, food bank, etc.).
- Ensure that all residents are treated fairly and with respect and that Our House maintains an environment that is inclusive and safe for all people.
- Oversee housing kitchens, ensure compliance with the Department of Health and Arkansas Food Bank standards, purchase or procure of food and supplies, build new partnerships and maintain relationships with feeding programs partners, meal servers, volunteers and donors, as well as, develop and improve feeding programming.
- Oversee the Our House Garden Program.
- Coordinate regular health screening opportunities for housing clients and work closely with the housing case manager to aid in clients’ health care awareness and empowerment.
- Maintain the integrity of a functioning and safe environment by the housing program disciplinary write-up structure for clients, making final decision (barring an appeal to the Director of Housing) about evictions, grievances, and returns.
- Ensures all red flag incidents or concerns in the housing programs are reported to the appropriate authority, as well as the Director of Housing, immediately and are properly documented.
- Ensures maintenance and facilities needs are met by conducting daily maintenance checks, completing work orders when needed, procuring necessary supplies and communicating regularly with the facilities manager on operational matters/ needs and safety compliances.
- Facilitate and/or attend regular meetings with direct reports, the Director of Housing, Shelter Supervisors, program staff, residents, etc. Occasional after-hour meetings may be required.
- Other duties as assigned.

Qualifications

The Housing Coordinator will be thoroughly committed to Our House’s mission. All candidates should have the following qualifications and experience:

- Supervisory experience
- At least 2-3 years working in a program or organization serving high-risk individuals
- Bachelor’s degree is required
- Conflict resolution and crisis management experience
- Strong written and verbal communication skills
- Action-oriented, entrepreneurial, adaptable, and innovative.
- Ability to work effectively in collaboration with diverse groups of people.
- Passion, idealism, integrity, positive attitude, mission-driven, and self-directed.

Other Requirements

- Must possess a valid driver's license and vehicle to use in performance of job. Position requires some travel within Central Arkansas.
- Must be able to pass criminal background and child and adult maltreatment screens and a pre-employment drug screen.
- Must be able to lift 40 lbs.

Salary and Benefits

- This is a full-time, salaried, exempt position.
- Benefits include employee health insurance (paid by Our House) and optional dental, vision, and life insurance (paid by employee). Benefits become available after 60 days of employment.
- 10 days of annual leave per year
- 8 days of holiday leave per year including a "birthday holiday".
- 15 days additional leave for illness/"requirements of life"

Our House is an equal opportunity employer.

Our House is a drug-free workplace.