

## **SOUTHWEST MINNESOTA HOUSING PARTNERSHIP**

Job Title: **Tenant Services Coordinator**

Supervisor: Supportive Housing Specialist

Classification: Non-Exempt

Proposed Approval Date: May 2018

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### **SUMMARY:**

This position is responsible for the promotion of supportive housing in the SWMHP region, particularly our integrated service developments. This position will work with communities, service providers and other related groups to ensure that the supportive housing needs of tenants are identified and met. This position is primarily responsible for the development, coordination and evolution of supportive housing programming as it relates to the integrated services model. Other responsibilities include the functions of program's admissions process, administration of grant dollars, submitting billing to the state for services, as well as the coordination of services with a variety of providers both within and outside of projects.

### **EXPERIENCE, COMPETENCIES AND EDUCATION:**

- Bachelor's degree in Social Work, Human Services or a related field.
- Extensive experience working with people living with serious mental illness, substance use, and/or homelessness
- Minimum of one year experience in program administration.
- A working knowledge of person-centered planning and supports is preferred
- Knowledge of intake and admissions process
- Extensive organizational skills.
- Good verbal and written skills.
- Good public presentation skills.
- Ability to handle and manage multiple tasks.
- Ability to work independently and be a motivated, self-starter.
- Ability to take direction from and work with a variety of people.
- Demonstrated leadership ability
- Moderate computer experience: Microsoft Office (Word, Excel, Outlook, Access, Power Point).

- Ability to work with the public, articulate ideas and work with differing cultural and economic backgrounds.

## **PRINCIPAL JOB DUTIES AND RESPONSIBILITIES:**

**Admissions to Integrated Service Project:** Accept referrals from a variety of sources and work with prospective tenants to gather, fill out and submit paperwork to determine eligibility for the project. Be able to speak with prospective tenants about services and providers and support them in determining a services path that meets their individual and household needs. Referrals to project partner providers and outside entities for services when needed.

**Housing Supports Administration:** Work with county Department of Human Services (DHS) to coordinate documents, inspections, income verifications, and data reporting for DHS Housing Supports rental subsidy. Be trained in and able to submit billing on a per tenant basis to state DHS for Housing Supports Supplemental Services. Keep all case files/records regarding supportive services provided to residents as required by Housing Supports, including case notes on tenant contacts.

**Managing Supportive Services:** Be a liaison between property manager and team of services providers, both within project and in the community, for individual tenants. Meet regularly with service providers and property managers regarding tenants at the integrated supportive housing projects. Monitor service providers and evaluate efficiency and performance.

**Resident Engagement:** Actively work to engage residents in services and the community; provide and promote information and supportive activities that will help residents develop the skills and abilities needed to maintain housing and access to resources of the project community as well as the larger community, including family, friends, work and school.

**Maintaining Tenancy and Conflict Resolution:** Assist residents in understanding their rights and responsibilities under a tenant lease. This includes reviewing property rules and explaining the eviction and appeal process. Provide crisis intervention as needed or when requested by management or a service provider to resolve conflicts between residents and property management.

**Data collection and Reporting:** Collect and maintain required file documentation for implementation of long-term homelessness and Housing Supports programs. Monitor and report to funders on the progress associated with supportive housing; this includes, but is not limited to, DHS Housing Supports reporting and administration of Homeless Management Information Systems (HMIS) for the program.

**Grant Writing:** Identify and monitor funding sources that will provide resources for supportive housing capital, services, and operations. Write grants for specific projects and services as needed.

**Community Representation:** Represent the Southwest Minnesota Housing Partnership in communities, counties, state and federal organizations, foundations and all other public activities at the direction of the CEO, COO or the position's supervisor.

**Travel:** Travel within the region frequently (daily), within the State Minnesota occasionally (monthly), and will travel out of state as needed for training and other staff development opportunities. Must be willing to drive company vehicles or personal vehicle as required.

**Lifting:** Lift more than 50 pounds on occasion.

**Hours:** Work primarily daytime office hours during the week but will be expected to work a flexible schedule including evening hours and weekends to accommodate customer needs and deadlines.

#### **DISCLAIMER AND APPROVAL**

This position will perform other duties as assigned by the position's Supervisor and the Chief Executive Officer.

The foregoing statements describe the principal functions of this position but shall not be construed as an exclusive listing of all inherent requirements for the position.

#### **Employee Acknowledgment:**

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Signature

\_\_\_\_\_  
Date

#### **Employer Acknowledgment:**

\_\_\_\_\_  
Signature

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Date