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| Job Title | <i>Program Coordinator for Rapid Rehousing - Individuals</i> |
| Department | <i>Homelessness Prevention</i> |
| Reports to | <i>Senior Program Manager for Rapid Rehousing</i> |
| Location | <i>Washington, DC</i> |
| Position Type | <i>Full-time</i> |
| Exemption Status | <i>Non-Exempt</i> |
| EEO Classification/ Date | <i>2025/ Revised 01.03.2024</i> |
| Salary | <i>\$57,000 - \$60,000</i> |

General Summary

The Rapid Rehousing Program provides short-term rental and utility assistance, along with case management to those families experiencing homelessness. The program addresses the housing search and employment needs to start families on a path of self-sufficiency such as: housing stability focused case management, assistance on finding an affordable apartment, connection to employment and training, and connection to community resources. In this role the incumbent will build trusting relationships with DHS/FSA, and clients (as deemed necessary) to ensure rental subsidy payments are processed and information is communicated to the Supervisor in a timely and accurate manner.

The Program Coordinator is part of a team tasked with the Rapid Re-Housing rental assistance program. Under general supervision, the Program Coordinator is responsible for, not limited to, coordinating with applicants through a data application and DHS database application, to facilitate eligibility and request payments. In this role the incumbent will build trusting relationships with DHS/FSA, and clients (as deemed necessary) to ensure client payments are processed, information is communicated to the Supervisor, and client data is uploaded into the designated data system and Excel workbooks in a timely manner throughout the assistance process.

Essential Duties and Responsibilities

According to the ADA 1990, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Will be required to work with a wide range of constituencies in a diverse community while providing the necessary client services.
- Lead and facilitate training for the Rapid Rehousing Program.
- Develop positive, professional, working relationships with the GWUL's clients, landlords, property management staff, partner organizations, and contractors.
- Maintain communication with Department of Human Services staff regarding client relocations, including 30-day notice submission, lease-up packet submission, lease signings, and unit assessments.

- Relay necessary information to Case Managers regarding specific client relocation deadlines.
- Maintain an organized spreadsheet of all relocation and lease-up submissions from GWUL's staff.
- Disseminate information about housing services to GWUL Case Manager and clients.
- Establish communications policies and procedures with property management representatives.
- Will be required to record and maintain client's information.
- Develop and maintain a directory of personal and professional service providers throughout the area.
- Work directly with the Rapid Rehousing Program to coordinate services for housing new client assignments.
- Coordinate with the Leadership team to join staff meetings and present housing navigation updates, as needed.
- Collaborate with executives and/or staff in a team environment.
- Will be required to gather and analyze statistical data and generate reports.
 - Working closely with and as a backup resource for the Payment Specialist to facilitate the timely processing and monitoring of payments for the Rapid Rehousing Program.
 - Receiving the applicant's funding request from a database application, emails, and phone call inquiries.
 - Reviewing documents for eligibility, accuracy, and completeness, ensuring all payment requests are for eligible program costs.
- Independent coordination of all day-to-day aspects of a specified, grant-funded program activity.
- Administrative program planning, implementation, and monitoring.
- Implementation of effective operational/administrative policies and procedures specific to the achievement of the objectives of the program.
- Day-to-day team interaction with, liaison between, and coordination of a wide range of internal and external constituencies involved in program activities.
- Assistance with planning, preparation, and management of program budgets and expenditures.

Qualifications

- High School Diploma (bachelor's degree in social work or other human service field is preferred);

- 1 to 3 years of community housing experience (understanding of the special housing needs of economically and socially disadvantaged individuals is preferred);
- Efficient in using Microsoft Word and Excel
- Must be a U.S. citizen;
- Must complete a criminal background investigation;
- Ability and desire to engage at-risk or homeless clients and develop working relationships.
- Proficient leadership abilities.
- Proficient technological skills.
- Skilled in organizing resources and establishing priorities.
- Ability to communicate clearly and concisely, both verbally and in writing; and
- Ability to maintain professional ethics and confidentiality of client information.

Working Conditions

The employee will be working in a normal office setting to include a possible hybrid schedule.

Physical Requirements

While performing the duties of this job, the employee will frequently sit, stand, talk, and hear. The employee is occasionally required to walk, bend, and kneel.

Other Duties

This job description is intended to describe the general nature and work performed by employees but is not a complete list of activities, duties, or responsibilities required of personnel. Furthermore, other duties, responsibilities, and activities may change or be assigned at the discretion of the employer.

Supervision

This position is under the direct supervision of the Senior Program Manager (Project Reconnect, & RRH Sr. Program Manager). However, as a member of a team, the incumbent will also be under the secondary supervision of the Program Manager for Emergency Rental Assistance.

Direct Reports

No direct reports

Signature

The employee signature below constitutes the employee acknowledging receipt of the requirements, essential functions, and duties of the position. The Greater Washington Urban League is an at-will employer.

Employee Name: _____

Employee Signature: _____

Date: _____

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| Approved By: | |
| Date Approved: | |
| Reviewed: | |