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| **Job Title** | *Program Coordinator for Rapid Rehousing - Individuals* |
| **Department** | *Homelessness Prevention* |
| **Reports to** | *Senior Program Manager* |
| **Location** | *Washington, DC* |
| **Position Type** | *Permanent, Full-time - NTE September 30, 2022* |
| **Exemption Status** | *Non-Exempt* |
| **EEO Classification** | *5360* |
| **Date** | *January 3, 2022* |

**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 data base 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.

* Skill in organizing resources and establishing priorities.
* Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
* Ability to lead and train.
* Records maintenance skills.
* Ability to interact with executives and/or staff in a team environment.
* Ability to gather and analyze statistical data and generate reports
  + Working closely with and as a backup resource for the Payment Specialist to facilitate timely processing and monitoring of payments for the Rapid Rehousing Program
  + Receiving the applicant’s funding request from a data base application, emails, and phone call inquiries.
  + Reviewing documents for eligibility, accuracy, and completeness, ensuring all requests for payment are for eligible program costs

### **Distinguishing Characteristics**

Position requires: a) independent coordination of all day-to-day aspects of a specified, grant funded program activity; b) administrative program planning, implementation, and monitoring; c) implementation of effective operational/administrative policies and procedures specific to the achievement of the objectives of the program; d) day-to-day team interaction with, liaison between, and coordination of a wide range of internal and external constituencies involved in program activities; e) 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 successfully complete a criminal background investigation;
* Ability and desire to engage at risk or homeless clients and develop working relationships;
* 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 remote office environment and will require a presence in the physical office 6 to 8 times per month during the pandemic.  **The use of personal protective equipment during COVID-19 when in the physical office is mandatory.​**

**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 of the secondary supervision of the Program Manager for Emergency Rental Assistance.

**Direct Reports**

No direct reports