



## Position Description

**POSITION TITLE:** Housing Support Coordinator  
**REPORTS TO:** Director of Housing Services  
**SUPERVISES:** May direct student interns  
**FLSA STATUS:** Exempt

**JOB SUMMARY:** The Housing Support Coordinator provides housing stabilization and eviction prevention services to households utilizing Section 8 housing vouchers through the Ann Arbor Housing Commission.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** The following list of duties is a menu of possible services the Housing Support Coordinator may provide based on the needs and desires of the household:

- Receive program referrals from AAHC Section 8 Housing Manager
- Assess factors threatening the retention of the household's Section 8 housing voucher
- Engage households in developing an individualized Plan of Service that is strengths-based, culturally appropriate and focuses on the retention of Section 8 housing vouchers
- Assist the household in addressing identified barriers to Section 8 housing voucher retention identified in the Plan of Service
- Meet with families in home, as needed, to address the goals of the Plan of Service
- Advocate for households prior to and during the AAHC grievance process
- Operationalize a Landlord and Tenant contact system to assist with early detection of lease-related complaints which may threaten housing
- Coordinate services with other involved providers.
- Facilitate referrals to other services as needed, with a focus on obstacles to maintaining housing (i.e. legal issues, physical/mental health, etc.)
- Provide outreach to major property managers in order to establish collaborative relationships
- Transport consumers as needed
- Attend SOS and AAHC Team Meetings for review of case plans, intervention techniques, program goals and other related issues.
- Maintain case files and collect relevant data points in accordance with agency and funder requirements.
- Report on program outcomes as required by agencies and funders

- Reviews and evaluates all cases with Director of Housing Services prior to termination of case.
- Participates in required initial and ongoing training as directed by program guidelines and/or Agency requirements.
- Attends relevant community meetings, expositions and conferences as needed.
- Other duties as assigned

**WASHTENAW HMIS:**

- Perform data entry of consumer records in HMIS in “real time”
- Correct in a timely manner any errors discovered by data entry audit for which employee is responsible for having entered
- Participate in Service Point training sessions as requested

**AGENCY RESPONSIBILITIES:**

- Actively support the SOS commitment to diversity in all areas and responsibilities
- Uphold and ensure appropriate enforcement of all agency policies and practices
- Participate in community relations and outreach tasks as directed and required

**Qualifications and Requirements:**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

**Education:**

Bachelor’s Degree in a social science field, or experience in public housing / working with families who are experiencing multiple barriers to housing stability. Certification as a Housing Choice Voucher Occupancy Specialist is preferred.

**Experience:** Minimum of one year working with and/or supporting individuals and families who are homeless or precariously housed, and in need of resources development. Experience in development and implementation of a plan of service and budget. Experience with Section 8 housing regulations preferred.

**REASONING ABILITY:**

Creativity, ability to interpret and apply complex federal and local level regulations, ability to negotiate outcomes.

**PHYSICAL DEMANDS:**

This job is essentially a professional field position. Physical tasks are minimal. Adjusted hours and extensive scheduled and non-scheduled travel may be required in executing the duties and responsibilities of this position.

Employees are expected to provide their own transportation. Maintenance of a valid driver’s license, an acceptable driving record, and vehicle insurance in compliance with State of Michigan requirements are all continuing conditions of employment. If using alternative forms of transportation, employee is responsible for ensuring that the alternative form of transportation complies with these directives.

While a good portion of work is conducted in the field, the Housing Support Coordinator is expected to be available in the office as necessary to complete other essential duties and responsibilities.

**TRAINING:**

Job specific training will be coordinated and/or provided by the Director of Housing Services and the AAHC Section 8 Housing Manager, and will include Certification as an HCV Occupancy Specialist.

I have read, understand, and accept my responsibilities as articulated in the above job description. (Please sign and return to the Executive Director).

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Employee's Signature

Date

This description is intended to indicate the kinds of duties, responsibilities and the levels of work difficulty required of this position. It shall not be construed as declaring what the specific duties and responsibilities shall be. It is not intended to limit or in any way modify the right of the supervisor to assign and direct the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of a similar kind or level of difficulty.