

CITY OF CHATTANOOGA
Classification Specification Title: Housing Coordinator

Department: Economic Development

Pay Grade: GS.09

Supervision Received From: Lead Housing Navigator

FLSA Status: Exempt

Supervisory Responsibility For: None

Established: 8/24/23

Revision Dates: 4/2/25;

11/22/24; 10/20/23

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for facilitating placing homeless individuals and families into housing. By developing relationships with landlords and property management companies Housing Navigator will work to be aware of viable housing units, and will use screening tools to determine fit of participants seeking housing and advocate on their behalf to landlords and property managers.

SERIES LEVEL:

The Housing Coordinator is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Will be responsible for creating and implementing a recruitment plan for attracting new landlords and forming relationships with local landlords and staying up to date on the availability of affordable and supportive housing in the community. Must prioritize and assign clients to housing units. Must ensure landlords maintain a healthy environment by upholding HQS/Inspire housing standards.

Must make decisions as to which funding sources to use and then negotiate with landlords

Evaluates, approves and makes recommendations for community outreach and education initiatives that would benefit the clients

Manage ongoing partnerships to work through barriers, recognize innovative opportunities, provide recommendations to leadership for system-wide decision making

Coordinate with area service providers as to the location of homeless individuals and drive personal vehicles and walks out to remote homeless sites in the wilderness, under bridges, and in rural and urban areas to visit with homeless neighbors.

Finds, identifies, and works to establish a relationship with homeless individuals and families on by name lists.

Mediate with landlords, obtaining utilities and making moving arrangements when indicated.

Assist clients in their search for housing, filling out rental applications, interpreting leases and understanding tenant rights and responsibilities.

Maintain Client Records Maintains client related data systems, including case notes and HMIS entries.

Complete and submit grant requests for housing funds to grants administration.

Complete HQS inspections and Lead Based Paint visual assessments to ensure compliance with HUD standards.

Prepares related reports including but not limited to: outcomes, and successes.

Maintains a relationship with existing property managers/owners and establishes new relationships with those willing to house program's clients.

Works a flexible schedule to meet the needs of the program, staff and clients and to be responsive to changing environmental conditions which may impact homeless people.

Drives a personal vehicle and walks out to remote homeless sites in the wilderness, under bridges, and in rural and urban areas to visit with homeless neighbors.

Carry a Caseload of homeless individuals and families while working to place them into housing.

Delegate tasks from caseload to outreach specialist. Through visits with individuals experiencing homelessness, identifies new homeless individuals and families and gathers appropriate information to add them to relevant by name lists.

Regularly visits homeless service provider agencies to build relationships with agency staff and individuals experiencing homelessness seeking services there, in order to effectively pass on necessary communication to homeless individuals and families on by name lists.

Researches resources offered locally in order to match homeless individuals and families with appropriate services, agencies, and case management.

Coordinates with other agency providers or organizations to secure in-kind donations if grant sources are exhausted or unable to be utilized.

Assesses, performs intakes, and works with people to address barriers to housing, creating individualized case plans to achieve goals; provides follow-up case management. Follows up and coordinates with agency staff regularly to ensure individuals and families proceed quickly into permanent housing.

Coordinates with landlords and drives individuals and families to look at possible housing opportunities in affordable housing units.

Coordinates and drives personal cars to transport individuals and families to necessary appointments that will help facilitate quickly getting individuals and families into housing.

Ability to work independently with minimal supervision.

Attends weekly housing group meetings to report on progress and be assigned new tasks.

Reports on progress daily to Lead Housing Navigator.

Be available on nights and weekends to respond to clients in crises and provide necessary interventions by making crisis intervention decisions on how to prioritize the needs of the clients.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Bachelor's degree in social work or a related field, and three (3) Years of social work or human services experience; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

Valid Driver's License

KNOWLEDGE AND SKILLS:

Knowledge of: motivational interviewing and practices; working with persons in crisis situations; local homeless service providers and resources for homeless individuals and families.

Skill in prioritizing work; prioritizing needs of individuals; analyzing basic data and reports; creative problem solving; situational awareness; handling multiple tasks simultaneously; collaborating with external partners; and, excelling in communication and interpersonal skills as applied to interaction with coworkers, supervisor, outside agencies, homeless neighbors and others, sufficient to exchange or convey information and to receive work direction; techniques of Non-Violent Crisis Intervention, or other similar program, to safely interact with people who may be mentally ill, abusing substances, or otherwise confused, aggressive or hostile; leadership to coordinate work amongst other team members.

Ability to work independently with minimal supervision. Ability to work as a team member. Ability to relate well with clients and staff.

PHYSICAL DEMANDS:

Positions in this class typically require: Frequent and some strenuous walking, being outside in all types of conditions, lifting up to 20 lbs.; frequent bending, lifting, kneeling, sitting, crawling, climbing. Walking on uneven surfaces. Expected to work outdoors in all weather conditions including rain, heat, cold, humidity. Work is frequently outside of the office and includes frequent travel. May encounter poor living conditions. May encounter some potentially hazardous environments.

WORK ENVIRONMENT:

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects.

SPECIAL REQUIREMENTS:

Safety Sensitive: Y

Department of Transportation - CDL: N

Child Sensitive: Y

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.