

CITY OF CHATTANOOGA
Classification Specification Title: Housing Stability Facilitator

Department: Executive Branch

Pay Grade: GS.10

Supervision Received From: Manager Homeless Program

FLSA Status: Exempt

Supervisory Responsibility For: None

Established: 6/29/07

**Revision Dates: 4/2/25;
11/18/24; 10/20/23; 12/1/22**

CLASSIFICATION SUMMARY:

The Housing Stability Facilitator will lead the development and implementation of the Eviction Diversion Initiative in Hamilton County General Sessions Court. The Eviction Diversion Initiative is a grant program of the National Center for State Courts (NCSC) that will provide funding, resources and technical assistance to courts across the country to fundamentally transform their eviction courts. The EDI grant program offers an opportunity for courts to learn from and improve upon pandemic-era best practices and to create permanent changes to their high-volume, high-impact eviction dockets.

This grant builds on existing commitment from the City of Chattanooga to local eviction prevention efforts and rent relief programs and actively engages partners across Hamilton County. The Housing Stability Facilitator will work collaboratively with community partners, municipal government, and judicial leadership to achieve the following goals:

Support Hamilton County's transition from COVID-19 crisis response to sustainable policy change.

Increase collaboration between community partners, landlords, tenants, and local government.

Improve landlord-tenant relationships through efforts that are mutually beneficial to both parties.

Integrate national best practices for court and government data collection and analysis.

Increase community education about the court system.

Elevate Hamilton County as a model for eviction diversion efforts in the southern region.

This position is a unique opportunity to participate actively in an innovative program that engages multiple partners at the city and county level, both private and public.

The position will be fully funded for two years with the goal of extending the position into further years.

SERIES LEVEL:

The Housing Stability Facilitator 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.)

Responsible for coordinating with court staff and project partners to develop the Eviction Diversion Program and participant criteria.

Evaluates, approves and makes recommendations for community outreach and education initiatives.

Work collaboratively with court adjacent and city funded programs, the Eviction Prevention Initiative (EPI), to identify clients, build positive relationships with local landlords and property management companies, coordinate relief funds to address rental debt, and refer households for social work service, when applicable.

Perform community outreach and education initiatives with EPI program staff and community partners.

Work to expand community and municipal partnerships in Hamilton County with the goal of best serving local families at risk of eviction and/or homelessness.

Establish data sharing agreement and data collection practices with court adjacent EPI programs to track EPI and EDI program impact.

Report regularly, with the EPI Project Director, to National Center for State Courts, grant evaluator, The City of Chattanooga, Community Foundation of Greater Chattanooga, and the Hamilton County Courts.

Work with EPI Project Director to actively collaborate with the EDI program evaluator.

Participate in all NCSC grant cohort training opportunities and in-person travel gatherings.

Work with court leadership and staff to ensure data collection methods, analysis, and access reflect both the goals of the grant and court process objectives.

Attend and participate in Eviction Court hearings, staff meetings, and regular program partner meetings.

Arrange for necessary accommodations to be provided during the hearings for participants with special needs.

May coordinate and/or participate in/on a variety of meetings, conferences, and other related events in order to receive and convey information.

May facilitate some training and supervision for volunteers and interns.

Work to build a sustainability plan with EPI Project Director to ensure EDI project efforts are integrated into court process, policies, and procedures and are understood and supported by community leaders, stakeholders, and local households.

May work a varied schedule that may sometimes include evenings, weekends and/or holidays; works with volunteers, community resources and others as needed to accomplish goals and objectives of the assignment area.

Maintain strong working relationships with the general public, area businesses, clients, the media, and others.

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 related duties as assigned.

MINIMUM QUALIFICATIONS:

Master's degree in public policy, legal studies, or related field. A Juris Doctorate or master's in legal studies is encouraged. Two (2) years of experience in a related field; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

Valid Driver's License

KNOWLEDGE & SKILLS:

Knowledge of the habits and actions and ability to build rapport with individuals with a history of housing and/or economic vulnerability. Knowledge of the legal system and available system and community resources.

Skills include engaging clients who may respond negatively to outreach efforts; establishing and maintaining effective working relationships with vulnerable persons, local landlords and property managers, and other professional agencies and the public; ability to tactfully communicate in complicated dynamics in order to establish rapport and gain partner and client confidence, cooperation, and best effort.

Skills and abilities include the ability to understand the problems faced by families from all cultural backgrounds and economic levels; effective conflict resolution and negotiation; effective stress and time-management; working independently and in a team environment; organizing,

planning, developing, supervising and managing program/events and prioritizing work with strong problem solving.

Skill in practicing cultural sensitivity and emphasizing a safe and respectful environment for all. Ability to manage upset and/or confrontational participants. Ability to build relationships with partners, the community and clients. Skill utilizing verbal and written communication in providing presentations, counseling, educational materials, facilitating meetings and providing instructions.

Knowledge and skill in operating a personal computer utilizing a variety of software applications with proficiency with Microsoft Office Suite including Outlook, Word, Excel and PowerPoint. Skill in exercising good judgment and effective decision-making. The ability to delegate and work with a team of peers and interns. Ability to prepare and maintain policies and procedures.

PHYSICAL REQUIREMENTS:

Work requires managing multiple tasks in a fast-paced environment including extensive computer data entry and processing; bending, stooping, walking and/or standing for extended periods of time, and carrying of equipment and supplies weighing up to 30 pounds. Work may also involve the potential for physical harm in dealing with defendants and potential exposure to infectious diseases.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

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.