

**Position:** Housing Coordinator  
**Employer:** St. Mary's Center  
**Department:** Transitional Housing  
**Hours:** Full-time: \$55,000-60,000 annually  
**Reports to:** Executive Director

### **Background**

St. Mary's Center (SMC) has served multi-racial, multi-ethnic poverty-level seniors and young children in West Oakland since 1973. Started as an outreach effort of St. Mary's Church, the Center was incorporated as an independent 501(c)3 in 1992. Our mission is to create a community of hope, justice, and healing that serves at-risk seniors and preschoolers in the heart of Oakland. We strive to improve quality of life through counseling, shelter, nutrition, advocacy and social support

### **St. Mary's Center Transitional Housing Program**

St. Mary's Center's Transitional Housing Program offers women and men 55 years and older experiencing homelessness the support of structured congregate housing to prepare for independent housing. On-site services help Seniors establish and maintain physical, financial, mental health and sobriety, thus preparing them to secure and retain independent, permanent housing. The program offers clients leadership development, conflict-resolution experience, the opportunity to rebuild life skills and secure resources to help access and maintain housing.

### **Position Summary**

The Housing Coordinator is responsible for maintaining a safe and healthy environment for clients participating in the Transitional Housing Program at Presentation House, Closer to Home and Friendly Manor. This position collaborates with partners and coordinates resources, requiring constant communication to ensure clients' needs are met while meeting contractual and federal/local housing regulations. The Coordinator monitors compliance and develops new policies and procedures as needs emerge, ensuring that the Housing Program is designed, organized and administered effectively and consistently with St. Mary's Center's mission and values.

### **Required Knowledge and Skills:**

- **Client and Personal Service** - Knowledge of principles and processes for providing client and personal services. This includes client needs assessment, meeting quality standards for services, and evaluation of client satisfaction.
- **Law and Government** - Knowledge of federal and local housing policies, regulations and resources
- **Organization and Recordkeeping** – Maintaining files in a systematic way, keeping track of all work documents including but not limited to contract files, government forms and letters, vendor documents

- **Clerical** - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- **Public Safety and Security** - Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- **Building and Construction** - Knowledge of materials, methods, and the tools involved in the construction or repair of houses, buildings, or other structures such as highways and roads.
- **Critical Thinking** - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Communication:** Ability to understand and be understood in communicating with clients verbally and in writing
- **Complex Problem Solving** - Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- **Troubleshooting** - Determining causes of operating errors and deciding what to do about it.
- **Management of Material Resources** - Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.

#### **Duties and Responsibilities:**

##### **Enrollment, Eligibility and Contract Management (25%)**

- Maintain a roster of participants, rooms, move-in dates and target exits
- Coordinate move-in opportunities with St. Mary's Center Senior Homeless Services team
- Review required eligibility documentation with clients and process intake packets
- Ensure execution of services and client management are compliant with the guidelines established by Federal Law, ADA regulations and OHA – Moving to Work requirements
- Conduct annual review of policies and procedures to meet best practices and contract obligations
- Collaborate with Clinical and Friendly Manor Directors to improve operations and outcomes
- Ensure high-quality performance and compliance with legal and contractual requirements through regular program evaluation.
- Provide leadership and support to staff to establish clear and consistent performance standards within and across departments and services areas.

##### **Manage Monthly Program Payments, Data and Reporting (25%)**

- Oversee data collection, monitor and evaluate all aspects of program design and compliance.
- Collect and record monthly program payments from participants and report to SMC/OHA
- Create an action or repayment plan when participants cannot make monthly payment
- Prepare, complete and upload monthly invoice and roster to SMC and OHA

- Liaison with Contract Administrator at OHA to address concerns, update contract
- Prepare, submit for review to SMC and deliver biannual reports to OHA
- Provide communication to clients following any discrepancy in monthly payment and/or need to establish a payment plan
- Capture important narrative and outcomes to promote the program

#### **Attention to House Environment (10%)**

- Conduct room inspections on a bimonthly basis to monitor health and safety standards
- Ensure Housing Agreement is honored by participants and recommend strategies for clients in violation of Housing Agreement
- Facilitate weekly house meetings and community hosted events
- Provide support and timely response to client inquiries and needs

#### **Coordinate Property Maintenance and Supplies (10%)**

- Triage emergency needs
- Solicit feedback weekly and conduct needs assessment for maintenance and supplies
- Facilitate and track work orders with Operations Team
- Provide support to Operations regarding coordination of third party vendors
- Ensure the properties are compliant with ADA, HUD and OHA regulations
- Coordinate internally with Senior Homeless Services, Finance, Development and Operations Teams, and externally with third party vendors and partners including the Oakland Housing Authority (OHA).

#### **Qualifications**

- Associates degree or 2-3 years' experience related to property management/affordable housing property management
- Experience serving low-income, high-need populations, especially homeless and/or formerly homeless seniors
- Training in trauma informed care, crisis de-escalation, culturally competent and inclusive responses
- Experience with diverse client and staff populations, demonstrated cultural competency
- Excellent written and verbal communication skills
- Well-organized with attention to detail
- Strong initiative, excellent judgment and accountability
- Manner that models respectful relationships with program participants, staff and members of the broader community
- Computer competency, including Microsoft Office Suite, Salesforce, databases

#### **General Staff Roles**

Along with all employees, the Housing Coordinator is expected to:

- Foster an environment that promotes trust and cooperation among leadership and staff.
- Apply policies and procedures to ensure that the principles of St. Mary's Center are implemented.

- Maintain confidentiality in accordance with federal, state, and local regulations and in accordance with professional codes of conduct.
- Understand the mission, values, and principles of St. Mary's Center and apply them in work responsibilities.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. In general, while performing the duties of this job, the employee is expected to stand; walk; sit; reach with hands and arms; and talk or listen.

- Must be able to clearly communicate with others to understand them and to be understood.
- Must be able to read and compose documents so that their intent is easily understood.
- Must be able to occasionally lift and/or move up to 25 pounds.
- Must be able to effectively use a computer and telephone to conduct business.
- Must be able to operate office equipment: telephones, copy, scanner and fax machines
- Must be able to communicate over a telephone and take notes.
- Must be able to attend in-person or web-based meetings, sitting, listening, and taking notes.
- Must be able to prepare documents, research data on websites, and work on computer (with mouse or track-pad), operations, and remain in a stationary position up to 8 hours per day.

### **St. Mary's Center is an Equal Employment Opportunity Employer**

St. Mary's Center is an equal opportunity employer and is committed to an active Equal Employment Opportunity Program (EEOP). It is the stated policy of St. Mary's Center that all employees and applicants shall receive equal consideration and treatment in employment without regard to race, color, religion, ancestry, national origin, age (over 40), sex, marital status, medical condition (cancer related) or physical handicap (includes all other medical condition).

