

Lutheran Social Services

Position Description



Division/Department: Refugee Services Program

Job Title: Refugee - Housing and Donation Coordinator

Reports to (Title): Director of Resettlement

Job Code:

FLSA Status: Non-Exempt

Manager (with direct reports)?

Yes

No X

Location: Jacksonville

SUMMARY

This position is primarily responsible for coordinating all housing-centered efforts for newly arrived refugees. Housing efforts in the Refugee Services Program are centered around these main areas: sourcing housing, lease agreements, timely set-up of housewares and furniture, sorting and tracking of donations geared toward housing efforts, and management of volunteers allocated to housing and donation.

The Housing and Donation Coordinator will be receiving, processing, and tracking in-kind donations provided to clients. This position is responsible for keeping LSS storage units stocked with items to support apartment set-ups. The Coordinator will work to create and maintain partnerships with local housing providers. LSS has access to a volunteer database of credentialed and readily available volunteers; the Coordinator will be provided volunteers to assist in the set-up of apartments and the management of donations.

This position is an integral part of supporting the Refugee Services Program's commitment to safe and appropriate housing - both temporary and permanent - for our clients.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Conduct ongoing outreach to current and potential landlords and property managers
- Secure temporary housing for in-coming cases
- Documentation and reporting required for Case files as related to housing and donations
- Responsible for locating rental properties, guiding clients through signing lease agreements, and orienting clients to their new homes.
- Communicate with the LSS Volunteer and Community Coordinator on a weekly basis to determine gaps in volunteer pool
- Communicate with the LSS Volunteer and Community Coordinator all volunteer needs to recruit eligible volunteers for efforts related to housing and donations
- Lead volunteer group efforts in the furnishing of safe, sanitary, and affordable housing
- Manage volunteers that assist in the sorting and organizing of donations
- Establish Inventory System for in-kind donations
- Establish tracking system for in-kind donations per grant guidelines
- Elicit donors for in-kind donations in the community
- Delivers a high level of service for all program participants
- Other duties as required

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Position Description



WORK EXPERIENCE & JOB-RELATED SKILLS (Required/Preferred)

Required:

- Minimum of one (1) year of relevant professional experience
- Strong relationship building, diplomacy, and networking skills
- Experience working in a multi-cultural environment
- Related human service experience
- Strong logistical and organizational skills
- Comfort with basic curriculum of language arts, math, and science
- High level of computer proficiency required
- Must be organized and detail-oriented
- Must be proactive, efficient and maintain a high level of professionalism and discretion
- Must have a team work mentality and a willingness to complete tasks that assist other team members
- Ability to communicate effectively with staff and clients
- Ability to maintain a positive attitude and uphold all requirements regarding client confidentiality
- Ability to multi-task in a fast-paced environment
- Ability to exhibit a calm, courteous demeanor in dealing with clients and staff
- Ability to be flexible with work hours
- Experienced in Excel, Word and Outlook
- Language Skills - present information in one-to-one and small group situations (clients and employees). Ability to read and interpret documents - policy and procedure manuals, write reports.
- Mathematical Skills - Ability to add, subtract, multiply, divide, and use common fractions/percentages.
- Reasoning Ability - Ability to solve practical problems and deal with a variety of concrete variables with a minimum of direction. Ability to interpret a variety of instructions furnished in written or oral form.

Strongly Preferred:

- Bilingual (Spanish, Dari, Arabic, Russian, Swahili Preferred); ability to speak language(s) of target client population a plus
- Volunteer management experience beneficial

EDUCATION, CERTIFICATION, LICENSURE (Required/Preferred)

- Associates degree or higher
- Valid Driver's License and a safe driving record

REQUIRED JOB COMPETENCIES (Behaviors For Effective Job Performance)

- Organizational and problem-solving skills.
 - Good telephone and interpersonal communication skills.
 - Accuracy / Quality Results
 - Coordination/Collaboration
 - Teamwork / Inclusion
 - Flexibility
 - Decision Making
 - Time Management
 - Oral Communication
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Lutheran Social Services Position Description



WORK ENVIRONMENT/PHYSICAL DEMANDS	
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.	
Activity: (if more than 2+ hours per day)	<input checked="" type="checkbox"/> standing <input checked="" type="checkbox"/> sitting <input checked="" type="checkbox"/> mobility <input checked="" type="checkbox"/> climbing <input checked="" type="checkbox"/> balancing <input checked="" type="checkbox"/> writing <input type="checkbox"/> crawling <input checked="" type="checkbox"/> squatting <input type="checkbox"/> bending <input checked="" type="checkbox"/> filing <input type="checkbox"/> twisting
Lifting to include:	<input type="checkbox"/> up to 10lbs. <input type="checkbox"/> 11-25 lbs. <input type="checkbox"/> 26-60 lbs. <input checked="" type="checkbox"/> 61-75 lbs. <input type="checkbox"/> over 75 lbs. <input type="checkbox"/> pushing <input type="checkbox"/> pulling <input type="checkbox"/> carrying
Environmental Conditions:	<input type="checkbox"/> cold <input type="checkbox"/> heat <input type="checkbox"/> wet and/or humid <input type="checkbox"/> noisy <input type="checkbox"/> vibration <input checked="" type="checkbox"/> fumes <input checked="" type="checkbox"/> dust <input checked="" type="checkbox"/> odors <input type="checkbox"/> mists
Sensory:	<input checked="" type="checkbox"/> hearing to converse <input checked="" type="checkbox"/> hearing to use telephone <input checked="" type="checkbox"/> talking <input type="checkbox"/> tasting/smelling <input checked="" type="checkbox"/> reading distance 1-5ft. <input type="checkbox"/> reading distance 10-30ft.
Driving:	<input type="checkbox"/> incidental driver <input checked="" type="checkbox"/> regular driver
Keying:	<input type="checkbox"/> Occasionally (2-3 hours weekly) <input checked="" type="checkbox"/> Frequently (2-3 hours daily) <input type="checkbox"/> Continuously (4+ hours day)
Safety:	lists specifics: Willing to use private vehicle to safely transport clients

The statements included in this Job Description are intended to describe the general nature and level of the work being performed by the person assigned this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.

Employee Print Name: _____ Date: _____

Employee Signature: _____ Date: _____

Lutheran Social Services is an Equal Opportunity Employer