

07.14.2023

POSITION: Intake and Education Coordinator

SUPERVISOR: Housing Counseling Manager

STATUS: Non-exempt

LOCATION: Housing Resource Center, 727 Bank Street, New London, CT (in-person position)

Position Summary:

Under the supervision of the Housing Counseling Manager, the Intake and Education Coordinator will provide administrative and outreach support for the HUD-Housing Counseling Agency program. The program provides comprehensive housing counseling services, including housing workshops and one-on-one counseling sessions in pre-purchase, personal finances, landlord, renter, disaster preparedness, and disaster recovery. The Intake and Education Coordinator supports the Housing Counseling operations, including participant intake, outreach and recruitment, referrals, data entry, convening meetings, file management, workshop management, etc. The ideal candidate has outstanding communication, interpersonal, customer service, and organizational skills. The candidate should be able to work with little supervision, have a team-oriented attitude, a calm demeanor, and the ability to organize and prioritize work assignments. The Intake and Education Coordinator must have attention to detail and be solutions-oriented, understanding, and non-judgmental.

Responsibilities:

- Provides customer service to and serves as the primary contact for prospective and current workshop attendees and clients.
- Sends appropriate information and intake packets or links to prospective clients and track receipt of responses.
- Responsible for data entry and maintenance of client databases to track efforts and outcomes and produce required reports.
- Refers new clients to the appropriate Housing Counselor or registration for desired workshop.
- Contacts scheduled clients to remind them and confirm appointments or workshops.
- Sets up and maintains paper and electronic files in coordination with Housing Counselors.
- Operates phones, computers, and related peripheral equipment, transcribes data from various source documents, and verifies data for accuracy and completeness.
- Provide information and answers to clients and the general public about housing-related matters and provide referrals to staff and others as appropriate.
- Responds to general email and website inquiries promptly and professionally.
- Help coordinate workshops including registrations, class packets, and follow up from workshops including data entry.
- Prepares packets, handouts, visual aids and other materials for workshops.
- Assist with set up and clean up after workshop.
- Facilitate workshops and schedule/coordinate other presenters.
- Develop and implement outreach strategies to secure workshop and counseling participants.
- Create and ensure client file completion per organizational and HUD guidelines.

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- Proactively manage workload, calendar, and client appointments to help meet the organization's goals and serve the client effectively.
- Assists the Housing Counseling Manager with special projects as assigned and other tasks deemed necessary to achieve overall goals and operate a successful program
- Back up for Front Desk Stewart
- Engages in continuing education training and workshops for professional development.
- Maintains confidentiality of client information as required by the agency and/or state and federal regulations.
- Participates in internal and external committees and groups as assigned.
- Assists clients with program access as appropriate (example: UniteCT)
- Working knowledge of the operation of the agency's phone system.
- Working knowledge of the functions of the various departments.
- Ability to operate office equipment, including, but not limited to, copiers, fax machines, interactive large screens, and scanners.
- Excellent verbal communication and organizational skills
- Must be able to multi-task a variety of functions throughout a workday.
- Ability to deal with the public professionally, courteously, and non-judgmentally.
- Willingness to perform duties as needed or as assigned.

Knowledge, Skills and Abilities:

- Computer proficiency; CounselorMax Client Management System (CMS), Microsoft Office, and Google applications.
- IT, AV, and office equipment proficiency.
- Demonstrated a high level of skill in interpersonal relationships and communication.
- Strong sense of ownership of work processes and outcomes.
- Excellent people skills and the proven ability to work well with various personalities.
- Ability to think strategically and tactically to accomplish goals.
- Ability to manage change while working as part of a team.
- Problem solver with the ability to adapt to unexpected challenges.
- Understands and practices Fair Housing standards.
- Ability to work independently and work effectively with individuals experiencing housing insecurity and homelessness.
- Ability to understand a wide variety of resources and apply information to the needs of a particular individual seeking assistance.
- Support individuals and families in their applications for various assistance, including rental support and food security, etc.
- Ensures policies and procedures are followed.
- Ability to maintain the confidentiality of sensitive information.
- Demonstrates strong communication and mediation skills.
- Ability to meet deadlines and program outcomes.
- Excellent time management, problem prevention, and problem-solving skills.
- Respond appropriately to supervision, follow policies and cooperate with colleagues.
- Excellent oral and written communication skills.

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Qualifications:

- Experience and ability to work with people of diverse social and economic backgrounds with the ability to adjust style and pace to meet client or audience needs.
- Flexible with the ability to manage multiple tasks in a high volume work environment.
- Associate or Bachelor's degree (in a related field: Human Services, Public Administration, Business, Social Work, Real Estate, Social Science, or Counseling) or demonstrated experience.
- Bilingual (English/Spanish) preferred.
- Valid driver's license and access to a vehicle (milage reimbursement provided for work related travel).

Position:

This position is full-time. Hours are usually Monday through Friday from 8:30 AM to 4:30 PM, with occasional Saturday and evening hours. Compensation is \$19.00-\$21.00 per hour based on experience.

Benefits (detailed further in Employee Handbook):

- Health Savings Account – up to \$3,600/year for a single plan based on the type of employee purchased health insurance
- Seven paid holidays per year
- Seven paid personal/sick days per year
- Three weeks of paid vacation time (four weeks after seven years of employment)
- Reimbursement of approved professional development and certification costs

Application

Applications will remain open until a candidate is selected. Interested applicants should submit a resume and a detailed cover letter describing his/her relevant experience. Resumes without cover letters will not be reviewed. For a more information about the work of the New London Homeless Hospitality Center please check our website at NLHHC.org.

Applications may be submitted by email to:

Nicole Thomas
Personnel Manager
personnel@nlhhc.org

New London Homeless Hospitality Center is an equal opportunity employer that does not discriminate on the basis of race, religion, color, national origin, sex, military status, age, disability, sexual orientation, gender identity, genetic information, creed, citizenship status, or any other characteristic protected by federal, state or local laws. This policy applies to all of New London Homeless Hospitality Center's hiring practices, and to all terms and conditions of employment.