

## JOB DESCRIPTION

<b>Title: Tenant Coordinator</b>	<b>Division/Department:</b>
<b>Department: YOUNGDAHL LIVING</b>	<b>FLSA (Fair Labor Standard Act) Status: Hourly</b>
<b>Reports To: Director of Community Programs</b>	<b>Employment Status: 12-15 hrs/week</b>

### SUMMARY

This position is responsible for providing assistance to residents/tenants in understanding and complying with their obligations under their lease with Lloyd Management for their stay at Youngdahl Living. This position will provide direct communication and coordination with property management. The Tenant Coordinator will monitor client rent payments and lease compliance issues. The Tenant Coordinator will track, enter, and provide needed data and reports for the funding entities. The Tenant Coordinator will complete apartment inspections as determined by Lloyd Management. The Tenant Coordinator will assist the residents in understanding their leases and tenant responsibilities and will act as a mediator to the property manager, service provider as well as to neighbors. The Tenant Coordinator will promote programs and activities that support community building and assists the residents in developing social skills and feeling a part of the community. The ultimate objective of the tenant coordinator will be to assist the residents in maintaining housing with the focus on eviction prevention.

Youngdahl Living is a "Program Housing" model that promotes a safe, respectful, and supportive living environment for individuals with a serious mental illness, with or without chemical dependency, who have a history of unsuccessful community living. The person that holds this position must have a *philosophy of promoting and fostering housing stability for the residents*. The Tenant Coordinator will encourage the residents to utilize the services that they would not have sought out if they weren't readily available onsite and they did not have a relationship with the provider. It will be essential for the Tenant Coordinator to gain the trust of the residents and establish relationships with the residents with the understanding that they will need to meet the client where they are at currently with regards to their desire to change. This model will use a philosophy that promotes and fosters housing stability for the residents

### PRIMARY RESPONSIBILITIES

- A. Provide direct communication and coordination with the Lloyd Management, the property manager, regarding the property and the residents. Advocates with the property management for residents of the facility when appropriate and ensures that efforts are made to minimize the evictions of residents.
- B. The tenant coordinator will monitor client rent payments and lease compliance issues.

- C. Communicates and coordinates regularly with Lloyd Management, Youngdahl Program Manager, Property Owner, and service staff to ensure important information and changes are communicated and that efforts are made to address any housing issues early and thoroughly to avoid evictions and resident safety.
- D. The Tenant Coordinator will perform apartment inspections as needed and requested by Lloyd Management.
- E. The Tenant coordinator will teach, educate the residents about proper household maintenance.
- F. Complies with Department of Health and Department of Human Services guidelines and regulations for the operation of a Licensed Board and Lodging and a Group Residential Housing Facility.
- G. Participates in regular Youngdahl meetings.
- H. Co-facilitation/participation with the Resident Council meetings, especially when the topic is regarding lease obligations, household maintenance and house rules.
- I. Complete and maintain accurate case records, compiles and reports data required by funders and licensors in a timely manner.
- J. Maintains compliance with South Central Human Relation Center, Inc. and HIPPA regulations regarding confidentiality of clients/records/sharing information between service agents.
- K. Ensures that proper releases of information are signed by client.
- L. Serves as a liaison/contact person with property management and service staff.
- M. In coordination with the property manager and SCHRC, participates in the referral, admission, and discharge process of the residents; including completing and gathering necessary documentation for Lloyd Management as it pertains to new renters and those moving out.
- N. Provides for one's own personal growth through professional reading, attendance at workshops, seminars and conferences.
- O. Has the ability to coordinate and problem solve.

## **SECONDARY RESPONSIBILITIES**

- Performs miscellaneous projects and completes various tasks as requested by management.
- Provides general information about Youngdahl Living to the public and interested individuals.
- General building maintenance and direct assistance to residents with minor household issues.

## **JOB SPECIFICATIONS**

### **Education, Experience and Credentials**

- Has one or more years experience working with individuals with serious disabilities and/or special needs.
- Has one or more years experience working in the field of property management or supportive housing.

### **Level of Access for Electronic Protected Health Information**

Clinical Staff

### **Knowledge, Skills and Abilities**

- Must pass required background check
- Have high school diploma or equivalent
- Be 21 years of age or older
- Have a valid driver's license and carry proper insurance
- Fluency in English and another language is a preferred qualification but not required.

## **PHYSICAL REQUIREMENTS**

Clarity in verbal and written communications, a sensitivity to the struggles faced by the residents, accuracy, good logic, adaptability and flexibility, teamwork in an interdisciplinary setting, leadership skills, sense of humor, initiative, stress tolerance, safety awareness, and a strong sense of advocacy and respect for the population served by this program. Excellent computer skills are also needed. \*If an applicant has not had training in state and federal fair housing laws and guidelines, the individual must participate in that training within the first 90 days of employment.

- Must be ambulatory with ability to walk up and down steps regularly and rapidly.
- Must be able to move about the facility at a rapid pace in response to emergencies.
- Must be able to perceive, assess and respond to resident needs rapidly and accurately.
- Must be able to work assigned shifts with alertness to resident and facility needs.
- Must be able to perform reaching and lifting activities of up to 10 pounds.
- Must be able to perform household cleaning duties to include mopping, dusting,

plunging toilets, moving furniture and keeping walkways safe and clear of snow and ice.

**TOOLS AND EQUIPMENT USED**

Have the ability to work in an environment which requires the use of a computer, telephone, copier, fax, etc.

**WORK ENVIRONMENT**

Duties are performed indoors in an office/community setting