



Intergenerational Poverty Coordinator

JOB DESCRIPTION

Title: Intergenerational Poverty Coordinator	Reports to: Resident & Community Engagement Manager
Status: Full-time	Category: Non-exempt
Supervises: N/A	Last Updated: June 30, 2023

Position Summary

The Intergenerational Poverty Coordinator is responsible for a range of program activities that support Ability Housing residents to achieve housing stability, self-sufficiency, and other individualized goals and quality of life outcomes. The Intergenerational Poverty Coordinator contributes to increasing and advancing the organization's community impact with a focus on long-term sustainability and achievement of the agency's goals and mission. The Intergenerational Poverty Coordinator is a Programs Department team member who reports to the Resident & Community Engagement Manager.

Essential Duties and Primary Responsibilities

The Intergenerational Poverty Coordinator plays an integral role in mitigating the poverty cycle for Ability Housing's residents and empowering their success.

- Develops and maintains a working knowledge of community programs and resources
- Develops and maintains positive working relationships with residents, property managers, resident service staff, collaborative partners, and external providers
- Works with case management teams and third-party support service providers to develop strategies and interventions to address intergenerational poverty
- Serves as administrator of the Benefits Cliff platform, developing and delivering informational sessions for tenants, case managers, and property managers
- Acts as a liaison with property management and third-party support service providers in resolving issues and concerns related to residents' economic self-sufficiency and housing stability
- Responds to property managers as concerns arise to support residents in successfully maintaining their housing and preventing eviction

- Follows up with property managers and service providers on residents' status and outcomes associated with provided interventions as required
- Provides peer support, advocacy, and recovery assistance to Ability Housing residents
- Leads tenant advisory council, providing development, support, and guidance as appropriate and required
- Assists in mobilizing community residents around critical neighborhood and community issues
- Participates in agency quality assurance and improvement activities as assigned
- Assists with development of metrics and data analysis to demonstrate and report outcomes
- Utilizes evaluation and survey tools and related strategies to ensure the Programs Department is meeting residents' needs
- Supports program and grant reporting requirements as assigned
- Prepares and provides monthly activities reports to Resident & Community Engagement Manager and Programs Director
- Maintains ongoing and effective communication with the Resident & Community Engagement Coordinator including timely communication of critical issues
- Performs other duties as assigned

Qualifications

The Intergenerational Poverty Coordinator will possess the following education, experience, and competencies:

Education

- High school diploma or equivalent, higher education preferred
- Recovery Peer Specialist certification or willingness to become certified

Experience

- Demonstrated experience working with at-risk populations
- Lived experience with homelessness and/or supportive housing preferred

Knowledge, Skills, Abilities

- Understanding of community programs and resources
- Excellent interpersonal and communication skills
- Organization and time management skills with attention to detail and deadlines
- Ability to function independently with initiative, self-discipline, and professionalism
- Proven ability to establish and maintain strong working relationships with residents, colleagues, property managers, volunteers, and public and private agencies
- Ability to manage workload demands in a fast-paced multitasked environment while performing to a high standard

- Ability to handle crisis and challenging situations
- Strong contributor to a team environment
- Adept in technology literacy, usage, and applications
- Ability to maintain confidentiality with sensitive and protected information
- Possesses valid Florida driver's license and own actively insured transportation

Success Factors/Metrics:

Some key success factors in accordance with resident support include the following metrics:

- Resident economic improvement
- Resident self-sufficiency
- Resident housing stability

Work Environment and Schedule

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Requires working at a desk and using a computer and telephone
- Requires use of office equipment and machinery
- Requires ability to travel between work locations
- Requires occasional lift and/or move of objects weighing up to 25 pounds
- Requires vision abilities including to adjust focus

Ability Housing offers a flexible work schedule and hybrid environment. Schedules may vary based upon the demand of each position and staff accommodation. This position primarily requires a regular daily (Monday through Friday) work week with in-person presence. Some after hours, weekend, and travel are required at times.

Nothing in this position description restricts management's right, at any time, to assign or reassign duties and responsibilities or to revise this position description based on business needs. Furthermore, this job description is not to be construed as an exhaustive list statement of duties, responsibilities, and/or requirements.

Company Expectations of Employees

All employees are expected to

- Adhere to agency policies and procedures
- Report to work on time and prepared to perform the duties of their position

- Dress appropriately and professionally
- Attend required and assigned meetings and trainings
- Be courteous and respectful to fellow employees, agency clients, and company volunteers

Pay Range

\$35,000 - \$50,000 annually

Benefits

Ability Housing offers competitive compensation and benefits including medical, dental, vision, and life insurance; long-term disability; paid vacation and holiday; and retirement.

Ability Housing is firmly committed to equal employment opportunity (EEO) in recruitment, hiring, training, and promotion of persons based on merit, qualifications, and competence. Except in cases where required or permitted by law, employment decisions and practices shall not be influenced or affected by virtue of an applicant's race, color, gender, sexual orientation, national origin, age, religion, handicap, or any other characteristic protected by law.

Employee Acknowledgement and Signature

I have read this job description, its expectations, and requirements. I understand all job duties and responsibilities. I am able to perform the essential functions as outlined with or without reasonable accommodation.

I understand that performance evaluations and merit increases to my salary are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have had the opportunity to review this job description, discuss it with my supervisor, and ask questions prior to signing this form.

Employee Name

Employee Signature

Date