

HOUSING RESOURCE COORDINATOR

Lucie's Place is a non-profit organization that opened in 2012 in downtown Little Rock, AR. operates a homeless shelter, intentional living community, and comprehensive care community center. Our purpose is to assist Trans, Gender Non-Conforming, and queer peoples in determining for themselves what wellness looks and feels like. At Lucie's Place we focus on helping people create and work towards sustainable goals that assist them in becoming autonomous. We provide LGBTQ+ young adults with essential and critical services such as: housing and rental assistance, wellness planning and life coaching, clinical health resources and support, and street outreach services.

We are looking for someone energetic, motivated, and mission-oriented to help create and execute programs that increase access to healthcare and economic stability; advance racial and gender justice; expand the rights and wellbeing of trans communities; and promote the continued stability and development of secure housing options for queer and trans people in Arkansas. We need a Housing Coordinator who has an understanding of community service that is explicitly anti-racist, and works to develop an intersectional lens of analysis for community service.

The Housing Resource Coordinator will join a team of passionate, smart, and dedicated individuals who prioritize compassion, show up and step up, invest in accountability, laugh easily, and are eager to learn and grow together as we address queer and trans housing insecurity in our part of the South. The position is based in Little Rock, AR.

The Housing Resource Coordinator:

The Housing Resource Coordinator works collaboratively with the Wellness Coordinator, and Community Aides as well as the Executive Director as a part of the Housing Team, and will be expected to communicate directly with the Executive Director. They will be responsible for the coordination of housing services that assist our member basis of queer and trans peoples into long-term, stable housing. The Housing Coordinator works actively to increase housing opportunities for people who are explicitly TGLBQ+ and unhoused.

Case Management Responsibilities:

- Respond to referrals of new clients in a timely manner, including completing the intake form and assessment of the client's needs and preferences.
- Keep members' case files up to date and organized.
- Maintain current members data and keep detailed case notes on Apricot and HMIS database.

- Diligently maintain detailed case notes, services and needs of clients, and current/accurate data about members.
- Communicate regularly and effectively with members, service and program coordinators, and community aides to ensure that members meet house application requirements and maintain housing when secured.
- Identify and present housing options for members that fulfill their specific location, size, and affordability requirements.
- Assist members in understanding and signing the lease agreement.
- Assist members, along with their support staff and family members, in completing applications and providing necessary documents to be placed on waiting lists for affordable housing rental properties as well as the Housing Choice Voucher program.
- Assist clients in qualifying for housing. This can require: making community referrals for credit counseling/legal assistance, assembling letters of support, helping them apply for eligible financial assistance.
- Help clients budget and plan for move-in expenses including the security deposit and first month's rent and any continued rent-related needs

Housing Coordinator Responsibilities:

- Directs and facilitates the Rental Assistance program, and works with our development team to report invoices to the state.
- Respond to questions from clients and authorized service providers/family members.
- Facilitate all aspects of the application process once members are identified as qualified.
- Acts as an advocate and supportive liaison in Community Engagement and Landlord/Property Manager Relationships.
- Work in partnership with landlords to continue the expansion of the LP Housing Network.
- Organize regular community workshops that develop awareness around unhoused service assistance, and long term housing stability.
- Regularly communicate with property managers/affordable housing developers in order to maintain a current and accurate list of affordable housing/rental properties which are accepting applications for a wait list. Additionally, keep current application forms and other requirements for being placed on the waitlist.
- Identify opportunities for housing advocacy and collaborate with the Wellness Coordinator and Executive Director in pursuing them.

The ideal candidate would have these skills and qualifications:

- Knowledge of affordable housing/housing issues faced by people with developmental disabilities.
- Active listening skills/commitment to fully understanding the client's point of view.
- Ability to communicate difficult and complex housing choices to clients who possess a range of listening and processing challenges.
- Ability to maintain a non-judgmental, non-reactionary, and non-defensive communication style during challenging discussions.
- Exceptional personal skills that permit the candidate to work with a diverse community and build collaborative relationships with a variety of community stakeholders.
- Have an approach to social work that engages critical thinking, and an intersectional lens.
- Knowledge of community resources, social services, and benefits administered by Pulaski and surrounding counties.
- Preferably experienced and informed to working with people who experience complex incidents of trauma and violence
- Critical thinking skills that enable the candidate to make sound judgments in developing and time-sensitive situations.
- Ability to responsibly prioritize competing tasks but also follow through in a timely manner.
- Capacity to follow HMIS and ESG's meticulous record-keeping/reporting protocols.
- Ability/Desire to work collaboratively as a team with other staff, the client, and client's circle of support.

Physical and Environmental Conditions:

- Ability to engage in extensive periods of computer and phone based work.
- Ability to sit at a desk for periods of several hours.
- Ability to sit for meetings that may last for several hours.

Education, Experience, and Licensing Requirements:

- **Experience:** 3 years + of relevant directing experience in direct housing/social services, preferably working with queer and trans populations. This requirement may be substituted by experiences (such as that of being unhoused, volunteering, or community organizing)
- **ID:** Possess a valid Arkansas Drivers License/Identification Card, and provide proof of automobile insurance (if possessing a car).

- Must have valid identification and be authorized to work.
- Must be 24 years of age or older.
- Not required to pass state department background check, but must not have any outstanding incidents of sexual, physical or verbal assault.
- **Education:** Candidates can be qualified for the role, regardless of the level of education achieved. **A degree is not required for this role.**
- **Understanding of Racial Justice:** A deep and nuanced understanding of racial and economic justice and systems of inter-connected oppressions including how these issues arise in social justice movements.
- **Understanding of Trans Rights:** An deep and nuanced understanding of issues affecting transgender people as well as an understanding of how racism, classism and other systems of inter-connected oppressions affect trans people.

Pay and Benefits

The rate of pay for the Housing Resource Coordinator is \$15/hour. If hired, you would be expected to work between 25-30 hours a week with the potential of overtime. This may also include weekends and after-hours events. You would also be expected to respond to crisis scenarios and emergent situations. We operate a Community Drop-In Center where you would be based out of, but some portion of hours can also be completed mobily. Any transportation provided by use of your vehicle for clients would be reimbursed. Employer-paid benefits include medical; two weeks of paid vacation quarterly; education credits; child care assistance; paid parental leave.

Application

Email your résumé with a letter of interest indicating how your experience and background align with Lucie's Place to: x Freelon at apply@luciesplace.org. Please include "Applying to be the Housing Resource Coordinator" in the subject line of your email.

All applications are reviewed and acted upon as they are received. The position will be filled as soon as the appropriate candidate is found. It is therefore recommended that you submit your materials as promptly as possible. Only those applicants selected for an interview will receive a response. No telephone calls please.

Lucie's Place is committed to providing equal opportunity to all employees and applications. All interested individuals, including people of color, women, persons with disabilities, and persons who are lesbian, gay, bisexual, transgender, or intersex are particularly urged to apply.

For more information about Lucie's Place please visit our website: www.luciesplace.org.