



## Housing Recovery Coordinator

**Position Purpose** The Housing Recovery Coordinator coordinates assistance for homeowners impacted by the August 2020 Derecho event in Linn County. This position reports to the Community Development and Housing Director and will have a limited term of 12 months.

### Responsibilities

- 1) Responds to requests for assistance.
  - a. Responds to phone and email program inquiries.
  - b. Conducts needs assessment.
  - c. Determines program eligibility and makes referrals to partner agencies as required.
  - d. Compiles and shares program materials from partner agencies and other non-profits.
  
- 2) Coordinates assistance to qualified homeowners
  - a. Conducts income verifications.
  - b. Determines property eligibility and the extent of damage to the property.
  - c. Completes any documentation required by partner agencies.
  - d. Tracks progress with individual cases and maintains related files.
  
- 3) Ensures program efficacy
  - a. Monitors program progress and identifies gaps or adjustments that may needed to better serve impacted populations.
  - b. Creates and maintains spreadsheets to track program progress and efficacy.
  - c. Provides updates to manager, funders and program partners as requested.
  - d. Attends meetings between partner agencies and funders.
  
- 4) Supports ECICOG's reputation as a regional leader.
  - a. Maintains privacy of homeowners and protects their personal information.
  - b. Works to continuously improve ECICOG's reputation, services and deliverables.
  - c. Stays current on housing issues. Looks for opportunities to broaden skill set.
  - d. Shares technical expertise with other team members within organization. May provide work direction to less experienced staff.
  - e. Occasional meetings may be required outside of regular work hours.

### Knowledge and Skills

- Strong customer service orientation and empathy for impacted individuals. Comfortable working with a wide variety of populations.

- Well-developed organizational skills that facilitate working with multiple homeowners at different stages in the application process.
- Excellent interpersonal skills for facilitating relationships with homeowners and the collaboration partners/referral organizations.
- Creative problem-solving skills to gather relevant information to solve less well- defined problems.
- Ability to work on several projects simultaneously and to manage projects efficiently and effectively.
- Knowledge of computer hardware and software programs, including Microsoft Office suite.

### **Minimum Qualifications**

The Housing Recovery Coordinator position requires a bachelor's degree and one year of non-profit/social services experience. The position requires excellent customer service, strong organizational skills and experience dealing with challenged populations. Additional years of experience may be considered in lieu of a bachelor's degree. This position has a limited term of 12 months.

Successful candidates will model ECICOG's core values of service, flexibility, teamwork, "can-do" spirit, and love for our communities and region.