



177 Day Island Rd., Eugene, OR 97401 • PH 541-682-3755 • FAX 541-682-3411
300 West Fairview Dr., Springfield, OR 97477 • PH 541-682-4090 • FAX 541-682-3875

Homes. People. Partnerships. Good. www.homesforgood.org



Homes for Good announces recruitment for a knowledgeable Veteran Housing Coordinator

Veteran Housing Coordinator
Posting # 01.07.20
SALARY: \$3,240.50 - \$4,135.80/ MNTH

Homes for Good is an Equal Opportunity Employer.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.

GENERAL DESCRIPTION: Homes for Good Housing Agency is seeking a qualified and experienced candidate for the position of a Veteran Housing Coordinator.

Homes for Good is a high performing housing authority located in Eugene Oregon, servicing all of Lane County (4,600 sq. miles). The Agency's primary work is to help low-income residents with the logistics of affordable housing.

Homes for Good has been and will continue to implement a workplace culture change that includes increased emphasis on customer service, quality control, and compliance. Homes for Good is passionate about providing employees opportunities to maximize career growth while experiencing the personal satisfaction of working for a non-profit agency.

At Homes for Good, employees are supported and empowered by a collaborative culture that shapes how we work together with the common goal of providing essential housing services throughout Lane County.

POSITION SUMMARY:

As a new and innovative role in our Rent Assistance Division, this position will manage the administrative functions and provide wraparound services for Veterans throughout Lane County seeking housing through the Housing Choice-VASH (Veterans Administrative Supportive Housing) Voucher Program.

This person will be responsible for streamlining the administrative process related to the HUD-VASH Voucher Program, providing support to Veteran applicants and transferring Veteran participants seeking housing, as well as providing education to both landlords and tenants, resulting in a positive impact on program participants in the form of shorter timelines to obtaining housing, reduced stress and higher leasing success rates.

DUTIES: *These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

- Provide wraparound support in the form of Housing Quality Standards unit inspection and execution of Housing Assistance Payment contracts for program participants; documents condition of inspected units.
- Provide participants with support and guidance navigating the VASH-HUD program requirements.
- Processes Requests for Tenancy Approvals (RTA).



177 Day Island Rd., Eugene, OR 97401 • PH 541-682-3755 • FAX 541-682-3411
300 West Fairview Dr., Springfield, OR 97477 • PH 541-682-4090 • FAX 541-682-3875

Homes. People. Partnerships. Good. www.homesforgood.org



- Ensures that necessary documents are complete and signed.
- Serves as liaison between program participant, Veteran's Affairs, landlords/property owners and Homes for Good; explaining and clarifying procedures, policies, rules, regulations and services; provides information on community resources.
- Monitor and complete all reporting obligations with Homes for Good, HUD and any relevant community stakeholders and partners.
- Meet ongoing timelines for processing various program requirements.
- Develop training materials to support the standardization of business processes and of key work.
- Consistently maintain electronic and hard-copy document filing systems.
- Make recommendations for improving systems and processes.
- Works to expand diversity in the workplace by creating and maintaining an inclusive work environment.
- Participate in the strategic planning process, promoting and modeling communication and collaboration with other Agency divisions.
- Other duties as assigned.

IDEAL QUALIFICATIONS:

Knowledge and experience in the following areas would support applicant in being successful in this position:

- Knowledge of the operations, services and activities of Rent Assistance programs.
- Experience in conducting research to determine the reasonableness of rent.
- Knowledge of the principles of business letter writing and report preparation.
- Agency organizational goals and objectives.
- Exceptional communication skills with professional service providers, contractors and tenants.
- Proficiency in the use of Microsoft Word and Excel.
- Pertinent Federal, State and local laws, codes and regulations.
- Concepts of management and management systems.
- Customer service principles.
- Thorough understanding of English language, grammar, and punctuation.

ABILITY TO:

- Learn the procedures, techniques and guidelines used in compliance with HUD's Housing Quality Standards (HQS)
- Learn and interpret HUD program rules and regulations and Agency policies and procedures.
- Coordinate work with multiple stakeholders.
- Stay highly organized while multi-tasking.
- Provide excellent customer service to program participants, landlords/property owners and partner agencies.
- Coordinate work with other operations both inter- and intra-departmentally.
- Accurately record and maintain records.
- Operate computers and applicable software programs.
- Learn new technology as required.
- Consistently meet frequent deadlines.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Make significant contributions as a member of the Agency.
- Use initiative and good judgment in carrying out tasks and responsibilities.
- Make decisions independently in accordance with established policies.
- Maintain regular and consistent attendance and perform work without direct supervision.



177 Day Island Rd., Eugene, OR 97401 • PH 541-682-3755 • FAX 541-682-3411
300 West Fairview Dr., Springfield, OR 97477 • PH 541-682-4090 • FAX 541-682-3875



Homes. People. Partnerships. Good. www.homesforgood.org

- Recognize the value of individual and cultural difference and create a work environment where individuals' differences are valued.
- Demonstrate trustworthiness and good judgment, must be honest and respectful beyond reproach.
- Maintaining confidentiality of sensitive information.
- Physical ability to perform the essential job functions is required.

EDUCATION:

Equivalent to a bachelor's degree from an accredited college or university with major course work Human Services, Public Administration or related field.

EXPERIENCE:

Two years of progressively responsible experience in a non-profit environment. Prior experience in administration of housing programs highly preferred.

SUBSTITUTION:

Any combination of experience and education on a year for year basis up to a maximum of four years of responsible administrative staff experience may be substituted for the education required provided that the knowledge, skills and abilities to perform the work, has been demonstrated and ascertained.

LICENSE OR CERTIFICATE:

Possession of or ability to obtain an appropriate valid State of Oregon driver's license and be insurable at the standard rates.

COMPENSATION: The pay range for this position is \$3,240.50 - \$4,135.80/month with a generous benefits package which includes; time management starting at 17.33 hrs. per month, Agency paid health, dental and vision insurance after 1 month of employment, along with life insurance and a 12% contribution of your monthly salary into a retirement account after 6 months of employment.

APPLICATION PROCEDURE:

[Click here](#) to complete an online application.

All applicants will be required to take a pre-employment assessment upon submission of application materials. Applicants who fail to take the pre-employment assessment will be disqualified from further consideration.

Applications will be reviewed for relevant experience, education, and training. Applications must be detailed and complete for proper evaluation. The best-qualified applicants may be required to complete further testing, which may consist of any combination of written, oral, or performance examinations. Responses to supplemental questions are required if applicable.

This position is covered by Union representation, AFSCME Local 3267.

Note: This is an equal opportunity employer and complies with State and Federal laws and regulations relating to the 1973 Rehabilitation Act, Section 504, and the 1990 Americans with Disabilities Act (ADA) and the 2009 Americans with Disabilities Act Amendment (ADAA). Homes for Good does not discriminate on the basis of disability status in the admission or access to its federally assisted programs or activities. Entrance Requirements: Homes for Good shall establish or revise the entrance requirements of this position in order to provide a reasonable accommodation for a disability if doing so does not impose an undue hardship on the operation of the program. A reasonable accommodation may include, depending on the nature of the job duties, waiving the requirements for a physical examination and/or the requirement to possess or obtain a



177 Day Island Rd., Eugene, OR 97401 • PH 541-682-3755 • FAX 541-682-3411
300 West Fairview Dr., Springfield, OR 97477 • PH 541-682-4090 • FAX 541-682-3875

Homes. People. Partnerships. Good. www.homesforgood.org



driver's license. It shall be the policy of Homes for Good to assist and encourage the employment of persons with disabilities who are able and qualified to perform the work for which they have made application.

POSTING DATE: Tuesday January 7, 2020
CLOSING DATE: Monday January 20, 2020

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.