



JOB DESCRIPTION

Position Title	Program/Department	Reports to
Eviction Prevention Stability Coach	Housing	Eviction Prevention Lead
Employment Status	FLSA Status	Revised Date
<input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time		November 8, 2022

POSITION SUMMARY

Good Samaritan’s mission is to end poverty and homelessness. We do this by mobilizing faith-based and community partners, activating individual and community assets, and meeting immediate needs in our community.

As an important part of Good Samaritan’s Housing Team, the Eviction Prevention Stability Coach will work with vulnerable Ottawa County individuals and families who are behind on rent to determine eligibility for financial assistance. They will be equipping households with the tools and potential for achieving economic success. They will be responsible for conducting tenant meetings, monitor progress towards a housing stability plan and providing referrals tailored to clients’ unique circumstances. Additionally, they will be responsible for entering information accurately, and following up with local courts, landlords, and clients in a professional and timely manner. This position would be in both Holland and Grand Haven locations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- Learn and comply with regulatory program rules and expectations
- Develop a housing stability plan with tenants identifying immediate needs and long-term goals
- Bi-weekly/monthly meetings with tenants to review goals, track accomplishments and review spending habits and budget appropriately
- Budget counseling with personalized sessions, assess household income and establish money management and bill paying plans
- Mediation support for tenants and landlords in an effort to retain housing
- Provide community resources that can aid families in housing stability
- Act as a liaison with Ottawa County Eviction Courts, Legal Aid, landlords and tenants
- Track outcomes of tenants and accurately report through database system
- Maintain a collaborative and cooperative working relationship with partner agencies and applicants
- Participate in at least bi-weekly 1:1 supervision meeting with the Eviction Prevention Lead

- Perform other duties as assigned

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Bachelor's Degree with some experience in a Human Services or Accounting field preferred
- Ability to interact with people of a diverse background
- Ability to work independently and as part of a team
- Excellent oral and written communication skills
- Ability to maintain professional boundaries and adhere to professional standards of confidentiality and ethical conduct in all communication
- Ability to complete work accurately under tight deadline
- Ability to be flexible and problem solve
- Basic mathematical skills
- Ability to collaborate with other organizations
- Must have access to a personal vehicle, valid driver's license and auto insurance

PREFERRED QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Experience with budget and financial education
- Understanding of the eviction process preferred
- Experience in non-profit setting
- Spanish language proficiency preferred

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands 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 the functions.

The Eviction Prevention Stability Coach will work on sight in a professional office setting. They may also have regular visits with program participants in the community. While performing the duties of this job the employee is regularly required to move about to access file cabinets, office machinery, etc. and must be able to remain in a stationary position for 50% of the time, and occasionally lift and move 25lb boxes unassisted. Employees will also constantly operate office machinery such as computers, copy machines and calculators, and will frequently learn new information and communicate accurate details in person and over the phone.

NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

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Reviewed with employee by

Signature: _____ **Name (print):** _____

Title: _____ **Date:** _____

Received and accepted by

Signature: _____ **Name (print):** _____

Title: _____ **Date:** _____

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.