



Housing Coordinator

Western North Carolina AIDS Project's (WNCAP's) mission is to provide equitable access to care and reduce harm from HIV, Hepatitis C, and drug use. WNCAP provides case management, prevention education, STD testing, and harm reduction services to people living across 18 counties of western North Carolina. WNCAP employs approximately 40 people and has 3 locations.

The Housing Coordinator (HC) manages WNCAP's Housing Opportunities for Persons with HIV/AIDS (HOPWA) program which provides housing assistance to People Living with HIV/AIDS (PLWH) and their families to help them identify, locate, obtain, and retain affordable housing that meets Housing Quality Standards (HQS). The HC serves as a subject matter expert for the HOPWA program. The HC is responsible for program compliance, including maintaining auditable records, creating and disseminating departmental policies and procedures, and attending relevant conferences and trainings. The HC works with the Data Technician to track Housing program data and grant deliverables, and ensures that monthly rent voucher payments and emergency financial assistance are processed accurately, in a timely manner, and in accordance with funding requirements. The HC is also responsible for collaboration with outside entities that provide resources for clients, including other nonprofits and real estate management companies/landlords, to ensure continuity of housing services for clients. Additionally, the HC provides supervision and support to the Housing Case Managers, including filling in as needed to complete client intakes and needs assessments, perform housing inspections, conduct annual recertification, handle client and/or landlord concerns, and perform other frontline duties.

This is a full-time exempt position operating both remotely and out of WNCAP's Asheville, NC office. Regular work hours are 9am-5pm Monday-Friday with 1 hour paid lunch, but candidate must have the ability and willingness to work outside of, and in addition to, regular work hours when needed. Travel is required for trainings, conferences, meetings, and client home visits.

Duties

Job duties include, but are not limited to:

- Hire, train, and supervise Housing department staff, including regular one-on-one supervision meetings.
- Conduct regular Housing department meetings with all department staff to provide group supervision, department updates, and work as a cohesive team to serve clients.
- Assess new inquiries for Housing services and conduct intakes, including obtaining required documentation and assigning each Housing client to an appropriate Housing Case Manager.
- Create and promote a welcoming, safe, judgment-free environment for clients.
- Maintain client intake log, master client census, housing wait list, client reassessment schedule, and client records in WNCAP's electronic health records system, as well as the State's reporting platform (CareWare); and ensure that all data is entered accurately, and in a timely manner.



- Regularly review caseloads of each Housing Case Manager to ensure that workload is evenly distributed.
- Maintain strong working knowledge of relevant program funding sources to ensure accurate billing and compliance.
- Review all program-related transactions and complete monthly reconciliation with leadership team.
- Prepare data, financial, and programmatic compliance reports as needed.
- Ensure that departmental policies and procedures follow current organizational practices and are in accordance with current state, federal, and system program requirements.
- Collaborate with staff in other departments to provide comprehensive WNCAP services to clients.
- Maintain knowledge of frontline Housing Department positions' duties in order to provide client-facing services when needed.
- Present at/participate in webinars, conferences, and trainings, requiring public speaking at times.
- Work collaboratively and develop relationships with community partners, including facilitating meetings and committees, and participating in relevant offsite meetings as a WNCAP representative.

Requirements

Qualified candidates must have 2 years of experience successfully managing a department or project, and at least one of the following:

- BA or BS in a relevant field; or
- Associate's Degree with 2 years of experience in a relevant field; or
- 4 years experience in case management, client or housing services, or other relevant fields; or
- Other equivalent combination of relevant education and experience.

Additional Requirements

- Extensive knowledge of case management best practices, preferably specific experience with housing case management
- Knowledge of local housing resources
- Proficiency with computers, including Microsoft Office (extensive Excel and Word experience required, familiarity with PowerPoint preferred), Google Drive, Gmail, Adobe Acrobat, electronic filing, and data entry/analysis/tracking
- Experience with grant management, auditing, and maintaining programmatic compliance
- High level of precision and attention to detail
- Exceptional written and verbal communication, specifically the ability to communicate with stakeholders diplomatically and clearly about complex issues
- High level of initiative and creativity



- Flexibility to perform all functions within the department, including providing client-facing services when needed
- Ability to delegate and effectively supervise staff
- Ability to mediate employee disputes
- Team player with ability to work independently with minimal supervision
- Respectful interaction with diverse populations and marginalized communities, including people who use drugs or may be in crisis
- Awareness of issues that PLWH face on a day-to-day basis
- Ability and willingness to defuse difficult and contentious client/landlord/visitor/caller situations and act calmly in challenging situations, requiring a high level of resiliency
- Knowledge of HIPAA and ability to maintain client confidentiality
- Ability to prioritize and multitask
- Ability and willingness to work remotely as needed, requiring internet access at home
- Ability to read, write, and speak English fluently; bilingual ability is a plus
- Public speaking experience, preferred but not required
- Willingness to travel as needed for trainings, conferences, meetings, etc. and willingness to complete required trainings, including trainings to further develop management/leadership skills
- Safe driving skills, valid driver's license, vehicle liability coverage, and use of reliable personal vehicle during scheduled work hours
- In order to protect the wellbeing of our clients and staff, a pre-employment criminal background check is required. Criminal convictions do not necessarily preclude employment and will be considered on a case-by-case basis.

Physical Requirements

- Must be willing and able to spend long periods of time in stationary position working at a computer
- Must be able to lift at least 25 pounds

Compensation and Benefits

The Housing Coordinator is a full-time exempt position based out of WNCAP's Asheville office. In-office and remote working capabilities are required for this position. Starting salary range is \$50-54k/year. Regular work hours are 9am-5pm Monday-Friday with 1 hour paid lunch. Dress code is business casual. WNCAP is a certified living wage agency.

Benefits include:

- Partial employer-sponsored health and dental insurance



- Vision insurance
- Employer-sponsored life insurance
- Employer-sponsored Short Term Disability insurance
- Partial employer-sponsored Long Term Disability insurance
- 403(b) Retirement Savings Plan with Employer Contributions
- Employee Assistance Program
- Paid time off
- Paid holidays

WNCAP is an equal opportunity employer. We strive to foster a workplace that supports and amplifies a diverse array of voices and experiences. We strongly encourage women, people of color, LGBTQ+ individuals, people with disabilities, members of ethnic minorities, people living with HIV, and veterans to apply.

Applicants will not be discriminated against because of race, color, creed, sex, sexual orientation, gender identity or expression, age, religion, national origin, disability, ancestry, marital status, veteran status, medical condition or any status protected under local, state or federal laws.

To Apply

For consideration for this position, please submit a **resume and cover letter** detailing your interest in WNCAP and this position, including “Housing Coordinator” in the subject line, to:
employment@wncap.org

Please note that due to the high volume of applications, we cannot respond to all correspondence received.