

NC African Services Coalition

The North Carolina African Services Coalition (NCASC) is a 501(c) (3) Non-profit organization that provides services to refugees, immigrant and asylees who resettle in Guilford County

POSITION: Housing Coordinator

SALARY: Commensurate with experience.

STATUS: Full-Time, Non-Exempt

North Carolina African Services Coalition (NCASC), a nongovernmental, not-for-profit organization dedicated to addressing the needs and rights of refugees and immigrants. NCASC operates as a refugee resettlement program and employment program for refugees, asylees, and community education programs.

DUTIES AND RESPONSIBILITIES:

The position of Housing Coordinator is responsible for providing initial housing placement, in coordination with case managers, including:

- Researching and securing apartments, securing furniture and household goods, coordinating truck and volunteers for housing set-up, ordering and ensuring utilities are turned on; recruit new landlords to provide housing to refugees; search for new housing opportunities.
- Leading Housing Orientation sessions aimed at setting a good foundation for long-term housing stability;
- Coordinating donations of furniture and household goods, maintaining storage space in an organized manner; and
- Supporting clients with housing transitions, challenges, and crises, including landlord mediation and emergency financial assistance.
- Secure temporary AirBNBs for refugees
- Secure housing for arriving refugee families in collaboration with sponsors, case managers and R&P program Coordinator
- Coordinate between AirBNB, landlord, case manager, volunteer coordinator and social media team to ensure all team members have the necessary information for refugees' apartments to be adequately furnished and ready for move in date
- Oversee volunteer apartment setup teams;
- Solicit furniture donations; pickup and deliver donated furniture (includes assembly/disassembly and some heavy lifting)
- Liaise with landlords regarding maintenance issues with refugee tenants and support cultural orientation specialist to address these issues in cultural orientation class
- Conduct ongoing appreciation activities with current housing partners
- Provide interpretation and translation services as needed
- Advocate on behalf of refugees, and refugee-serving voluntary agencies.
- Document all contacts and services in client case files and maintain case note logs. Complete all required reports.

- Attend trainings and conferences as requested by supervisor.
- Keep informed about refugee and immigrant issues, and available services to refugees, using current information to better identify and serve refugee clients.
- Represent the program at meetings and speaking engagements relevant to the responsibilities of the position.
- Perform all duties in a culturally and linguistically appropriate manner.
- Undertake other duties as assigned.
- Work varied hours, including some night and weekend work.
- Must have valid driver's license and suitable vehicle.

REQUIREMENTS:

Excellent interpersonal and organizing skills. The candidate must have valid Driver's License, insurance, clean driving record and personal transportation. Prior experience with social services provision, employment services, or refugee resettlement is preferred and the candidate must have dedication to the human rights of refugees, immigrants, asylum seekers and displaced people.

Qualifications:

Education: High school diploma or equivalent and two years of work experience.

Experience:

Two years of previous work experience and interest in refugee resettlement or other direct social services. Cultural sensitivity is essential.

Other Skills:

Superior written and verbal communication skills are required. The successful candidate must be computer literate, with proficiency in MS Office (Excel and Word) and internet applications required

PHYSICAL DEMANDS:

- Use of manual dexterity, tactile, visual, and audio acuity.
- Use of repetitive motion, prolonged periods of sitting, and sustained visual and mental applications and demands.
- Occasional lifting (up to 50 pounds), bending, pulling, and carrying.