



PIERCE COUNTY HOUSING AUTHORITY

603 South Polk Street, Tacoma, WA 98444 | 253-620-5400 | www.PCHAWA.org

JOB DESCRIPTION: HOUSING COORDINATOR

TITLE:	Housing Coordinator
REPORTS TO:	Housing Choice Voucher (HCV) Manager
SALARY RANGE:	\$27.00 - \$39.00/ hourly PCHA Benefits Package
SHIFT/SCHEDULE:	Hourly, Non-Exempt Union

The Pierce County Housing Authority (PCHA) is a public body created by Pierce County's Board of Supervisors (now County Council) in 1978 according to State statute (RCW35.82). The mission of the Pierce County Housing Authority is to provide safe, decent, affordable housing and economic opportunity free from discrimination. PCHA currently operates 121 Low-Income Public Housing units, 20 Units of USDA/RD Housing, administers approximately 3,003 Section 8/HCV program vouchers, and an Enterprise Portfolio comprising approximately 670 units. Additional grants are received periodically for the Renovation and Modernization of existing facilities and in support of our Family Self-Sufficiency Programs. Currently, the Pierce County Housing Authority employs approximately 40 individuals.

BASIC FUNCTION

The Housing Coordinator is a non-exempt, union/bargaining position in the Supported Housing Department of Pierce County Housing Authority. Under general administration of the HCV Manager the Housing Coordinator is responsible for serving over 3200 families through the administration of the Housing Choice Voucher and other affordable housing programs. The Supported Housing Department maintains strong partnership with landlords, nonprofit partners, city and county departments and other social service agencies. The Housing Coordinator is a member of Supported Housing's leadership team and is responsible for ensuring that program operations are efficient, innovative, and equitable.

This position is part of a Collective Bargaining Agreement with Office and Professional Employees International Union (OPEIU) Local 8.

ESSENTIAL FUNCTIONS

- Coordinate and oversee the delivery of housing voucher programs to help clients secure and maintain housing.
- Adhere to Federal, State, and Local laws and regulations pertaining to program requirements.
- Ensure compliance with PCHA and HUD rules, regulations, policies, and procedures. Make recommendations for changes and improvements to existing standards and procedures.
- Provide coaching, development, and training to assigned department staff.
- Coordinate the organization, staffing, and operational activities within assigned program area(s)
- Develop, direct, and coordinate quality control and auditing programs to ensure program compliance is consistent.
- Provide training, coaching and consultation to staff regarding their assigned duties, respond to and resolve specific client, landlord, and community partner issues as needed.

- Participate in the development and establishment of policies and procedures and monitor work activities to ensure compliance. Make recommendations for changes and improvement to existing standards and procedures.
- Review and distribute new or revised regulations affecting program areas, respond to questions and issues on new policies and procedures.
- Collect, measure, and analyze program data to understand program progress, determine priorities and necessary adjustments for reporting purposes.
- Gain knowledge of and provide referrals to various community resources and services at appropriate levels to customers being served within various PCHA programs.
- Meet with PCHA program customers early and often to identify and resolve problems.
- In coordination with the Housing Choice Voucher Manager and other leadership team, identify opportunities for training and development of Supported Housing staff including program compliance, trauma informed care, and topics related to race, social justice, equity and belonging.
- Monitor the waiting area to ensure program participants and landlords are seen in a timely manner.
- Review documents processed by Housing Specialists to ensure accuracy and adherence to current policies and procedures.
- Maintain effective communication with landlords, families, HUD, and other interested parties.
- Deal with sensitive and personal information such as staff and client files.
- Conduct file audits to measure performance as part of ongoing quality assurance process.
- **NOTE:** This job function describes primary duties only. It is not to be considered a detailed listing of all required tasks.

REQUIRED KNOWLEDGE AND SKILLS

- Demonstrated knowledge of federal, state, and local housing programs and working knowledge of operational rules and standards.
- Property management experience, including landlord-tenant regulations.
- Demonstrated knowledge and skill set in outreach, community, and public relations.
- Interpersonal skills using tact, diplomacy, patience, equity, and courtesy.
- Advanced verbal and written communication skills.

REQUIRED ABILITIES

- Establish and maintain effective working relationships with community organizations, employees, and the general public.
- Facilitate agreements among competing interests.
- Guide, recruit, and coach diverse staff
- Communicate effectively both verbally and in writing.
- Interpret, apply, and explain rules, regulations, policies, and procedures.
- Establish and maintain cooperative and effective working relationships with staff and customers.
- Analyze situations accurately and adopt an effective course of action.
- Know principles and practices of leadership and management of people.
- Meet schedules and timelines.
- Work independently.
- Plan, organize and prioritize work.
- Prepare comprehensive narrative and statistical reports.

PREFERRED QUALIFICATIONS

- College degree, Associate's, or Bachelor's degree, with major course work in liberal arts, social services, business administration, or related field. Directly relevant experience will be considered in lieu of required degree.
- At least two (2) years of supervisory responsibilities.
- Excellent verbal and written communication skills, as well as negotiation, problem-solving, outcome measurement and analysis skills
- Mission-driven experience with a focus on serving the public.
- Must demonstrate high degree of integrity, ethics, and respect for others.

MINIMUM REQUIREMENTS

- **EDUCATION:** A minimum of a High School diploma or equivalent
- **EXPERIENCE:** At least three (3) years of progressively responsible public housing or nonprofit social service program oversight experience.
- **LICENSES AND OTHER REQUIREMENTS:** Valid Washington Driver's License with an insurable driving record. Consent to and pass criminal record background check in accordance with position requirements, including but not limited to HUD guidelines.

WORKING CONDITIONS

- Work is performed in an office environment. The incumbent will use standard office equipment including personal computers, telephones, copiers, and related equipment.
- **WORK SCHEDULE:** Keep office hours sufficient to serve the public and manage staff; Monday through Thursday (10-hour shifts), or Monday through Friday (8-hour shifts), some weekends and holidays if the need arises,
- Sitting or standing for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard and calculator.
- Seeing to read various data both on paper and computer screen. Accommodations can be made as necessary for individuals with visual impairments.
- Bending at the waist to retrieve materials.
- May include lifting up to 50 lbs.
- **HAZARDS:** Contact with dissatisfied or abusive individuals

EQUAL OPPORTUNITY

Pierce County Housing Authority is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status, or any other protected classes in local, state, or federal employment laws.

APPLICATION REQUIREMENTS AND PROCESS

- Submit both a one-page cover letter and resume.
 - Cover letter needs to address how your experience and education and/or training qualifies you to perform the essential functions listed in the job announcement.
 - Resume should detail all education and experience that qualifies you for this position.
- **SUBMIT:** Email cover letter and email as attachments to HumanResources@pchawa.org with SUBJECT Line of "Housing Coordinator– Your Last Name, Your First Name"
OR mail to:
Human Resources

603 South Polk Street, Bldg. C
Tacoma, WA 98444

- Questions may be addressed to:
Ney Calhoun, Human Resources Manager
humanresources@pchawa.org
253-620-5420
- **DUE DATE:** Priority consideration for application materials (cover letter and resume) received on or before Friday, February 2, 2024, and then open until filled.