Job Title	**Housing Case Coordinator**
Program	**Emergency Housing Assistance Program**
Supervisor	**Emergency Housing Program Manager**
Classification	**Non-exempt**
Grade	**N-5**
Approved	**05/19/2026**

Job Purpose:
The Housing Case Coordinator works with a program team that provides a variety of support services for clients who need assistance to obtain or retain safe, stable, affordable housing. Responsibilities include conducting client intake and assessments, assisting clients to locate or retain appropriate housing, maintaining records, data entry, purchase order entry, invoicing, client case management and writing reports.

Duties:
- Collaborate with Coordinated Entry to conduct client intake interviews and determine eligibility for at-risk clients and households experiencing homelessness using a Housing First approach
- Conduct complete assessment of household resources, including housing, employment, education, health, and accessibility to supports/services
- Help clients develop and implement housing and service plans to obtain and/or maintain long term housing
- Provide housing location services to at-risk households and households experiencing homelessness
- Provide weekly case management to homeless clients and monthly face-to-face case management to clients who have gained permanent housing
- Conduct monthly home visits and inspections as required
- Work with landlords to create agreements on rentals, payment arrangements, and tenant rights/responsibilities
- Provide eviction prevention referral services to at-risk households, including landlord/tenant mediation, resolving code issues, advocacy with benefit providers, and/or assisting households in accessing funds to prevent eviction
- Conduct quarterly and annual client reviews to update service plans and to monitor and evaluate progress
- Coordinate client training and education in such areas as financial literacy and job skills
- Complete and track purchase orders, check requests, and invoicing for program requirements
- Complete all required data entry, HMIS (HUD) and case notes for required reporting
- Submit reports and other requested information to Supervisor and other staff
- Provide NY SOAR (SSI/SSDI Outreach, Access, and Recovery), Federal, State and Local Benefits assistance for eligible clients on case load
- Provide information and referrals to other service providers
- Provide on-call coverage for the Emergency Housing Shelter as assigned
- Collaborate with agency program staff and community organizations to promote client service
- Advocate with community organizations to promote alternative housing solutions in the area
- Meet with Medicaid members to complete screening, assessment and navigation services for SCN eligible individuals
- Complete all documentation and reports required for program compliance and measurement of performance targets
- Strictly uphold confidentiality of clients, employees, and agency business inside and outside the agency
- Perform other duties as assigned

Minimum Education and Experience:
High School Diploma or GED/HSED required; Associate's degree in social work, criminal justice, sociology, or related field preferred; one year of relevant experience working in human services preferred; knowledge of issues related to homelessness and low-income housing; obtain NYS SOAR certification, which should be completed within 90 days of hire (if required training is available); valid, unrestricted New York State driver's license and reliable vehicle

Expected Skills:
Technical and service skills required by duties; client service orientation; accountability for results; teamwork; adaptability; reliability, basic computer skills (including, but not limited to: Microsoft Word, Excel, Outlook); strong communication skills (including telephone, email, and writing)

Working Conditions:
Typical office environment and equipment; Opportunity House – client shelter, client residences, work with clients in crisis; local travel, attend trainings; occasional shelter coverage