



Position: Housing Coordinator

Department: Crisis Response & Service Navigation

Reports To: Assistant Director of Crisis Response and Service Navigation

Location: Towson, MD; In-person

Status: Full-Time, Exempt

Salary Range: \$54,000 - \$60,000

Summary:

The Housing Coordinator is responsible for helping survivors of intimate partner violence, sexual violence, and human trafficking navigate housing resources and identify safe, stable, and appropriate housing options. The Housing Coordinator provides individualized housing navigation and plans, advocacy, resource coordination, and supportive services to help survivors overcome barriers to obtain and maintain safe housing.

The Housing Coordinator supports individuals and families in transitioning into emergency shelter and other temporary housing placements. Responsibilities include coordinating shelter entry, providing orientation and resource navigation, conducting safety and wellness check-ins at shelter locations, addressing emerging barriers or concerns, and coordinating with shelter providers and TurnAround staff. The Housing Coordinator also assists individuals and families in developing and implementing plans to transition from emergency shelter into safe, stable, and appropriate longer-term housing.

This position works collaboratively with TurnAround's clinical, advocacy, crisis response, case management, residential, and other program teams, as well as community housing providers, landlords, government agencies, Continuums of Care, and other community partners.

The Housing Coordinator uses a trauma-informed, survivor-centered, strengths-based, culturally responsive, and housing-focused approach. The position recognizes that housing instability may be directly connected to abuse, exploitation, financial insecurity, safety concerns, legal issues, discrimination, and other barriers experienced by survivors.

Essential Duties and Responsibilities

Emergency Shelter Coordination

- Coordinate shelter placement by assisting individuals and families with accessing appropriate emergency shelter, including coordinating referrals, confirming placement, and supporting the transition into shelter.
- Provide shelter orientation to ensure individuals and families understand shelter expectations, available resources, safety procedures, and their rights and responsibilities while residing in the shelter.
- Conduct regular safety check-ins with individuals and families residing in emergency shelter to assess safety, identify emerging concerns, and provide support or referrals as needed.
- Support building partnerships with shelter providers and maintain communication with shelter staff and community partners to address concerns, support service coordination, and promote a safe and supportive shelter experience.

Housing Navigation and Advocacy

- Conduct individualized housing assessments to understand each survivor's housing needs, preferences, barriers, goals, and safety considerations.
- Assist survivors in identifying appropriate emergency, transitional, permanent, affordable, supportive, and community-based housing options.
- Help survivors understand housing programs, eligibility requirements, application processes, waitlists, documentation requirements, and program expectations.
- Assist survivors in identifying barriers such as lack of income, poor credit, eviction history, lack of documentation, transportation, limited rental history, or other challenges.
- Assist survivors in developing person centered, realistic housing goals and action plans.
- Work with TurnAround coordinators to connect survivors with resources that address related needs, including employment, benefits, financial assistance, childcare, transportation, healthcare, behavioral health services, legal assistance, and education.
- Participate in safety planning when housing decisions may affect a survivor's safety.
- Assist survivors with completing housing applications and gathering required documentation.
- Provide referrals to appropriate housing programs, address protection and confidentiality services, and other community resources.
- Maintain an updated resource directory of housing programs, shelters, affordable housing providers, rental assistance programs, utility assistance, and other housing-related resources.
- Advocate with housing providers and community partners when appropriate to address barriers to housing access.
- Provide follow-up and ongoing housing navigation support to help survivors move toward housing stability.

Survivor Advocacy and Support

- Provide trauma-informed and survivor-centered support throughout the housing navigation process.

- Recognize and respond appropriately to the unique housing needs of survivors of intimate partner violence, sexual violence, and human trafficking.
- Provide information regarding tenant rights, housing protections, and available advocacy resources within the scope of the position.
- Maintain appropriate professional boundaries while providing compassionate and responsive support.

Case Coordination and Collaboration

- Work closely with TurnAround staff (coordinators and clinical team) to coordinate housing services with each survivor's overall service plan.
- Participate in multidisciplinary team meetings and case consultations as appropriate.
- Facilitate warm hand-off referrals and communicate with community providers, with appropriate releases of information and consistent with confidentiality requirements.
- Collaborate with housing agencies, landlords, shelters, transitional housing programs, government agencies, and other community partners.
- Assist with discharge and transition planning when housing is a component of a survivor's service plan.
- Support continuity of services during transitions between emergency, transitional, and permanent housing.

Housing Resource Development and Community Partnerships

- Develop and maintain strong working relationships with housing providers and community organizations.
- Identify new housing opportunities and resources for survivors.
- Monitor changes to housing programs, eligibility requirements, funding opportunities, and availability.
- Participate in community meetings, housing coalitions, Continuum of Care activities, and other relevant collaborative efforts as assigned.
- Educate TurnAround staff about available housing resources and initiatives and changes affecting survivor access to housing.
- Identify gaps in available housing resources and communicate emerging needs to leadership.
- Assist with developing partnerships that increase housing opportunities for survivors.

Documentation and Data Management

- Maintain timely, accurate, and complete documentation of housing navigation services.
- Document referrals, applications, housing contacts, outcomes, and follow-up activities in accordance with TurnAround policies and applicable funding requirements.
- Maintain accurate housing resource and referral information.
- Track housing outcomes and other required program data.
- Protect confidential survivor information and maintain records in accordance with TurnAround policies, applicable laws, regulations, contracts, and ethical standards.
- Participate in quality assurance and program evaluation activities.

Training and Education

- Maintain knowledge of local, state, and federal housing resources and programs relevant to survivors.
- Participate in required TurnAround training and professional development.
- Maintain current knowledge of trauma-informed care, intimate partner violence, sexual violence, human trafficking, housing instability, homelessness, and survivor safety.
- Provide housing-related education and resource information to staff and, when appropriate, community partners.
- Participate in outreach and community education activities as assigned.

Qualifications

- Bachelor's degree in Social Work, Human/Health Services, Psychology, Counseling, Public Administration, Housing, Community Development, or a related field; equivalent relevant experience may be considered in lieu of degree.
- 2-4 years of experience working with individuals experiencing housing instability, homelessness, domestic/intimate partner violence, sexual violence, human trafficking, or other significant social barriers.
- Knowledge of community resources and social service systems.
- Knowledge of fair housing requirements and tenant rights.
- Experience working with landlords, property managers, housing authorities, and community housing providers and housing initiative programs.
- Demonstrated ability to advocate effectively for individuals and navigate complex systems.
- Strong organizational, communication, documentation, and problem-solving skills.
- Ability to work effectively with individuals from diverse cultural, socioeconomic, and personal backgrounds.
- Ability to maintain confidentiality and exercise sound professional judgment.
- Ability to work independently while also functioning effectively as part of a multidisciplinary team.
- Proficiency with electronic documentation systems and standard office technology.
- Valid driver's license and reliable transportation.
- Ability to meet all required background check clearance requirements.
- ***Bilingual or multilingual skills are a plus.***

Working Conditions

The position is exposed to the possibility of vicarious trauma and victim trauma response by working with residents impacted by domestic violence, intimate partner violence, and sexual violence. Other exposure risks include narcotics, alcohol, pests, and Bloodborne Pathogens. The position requires the ability to manage confidential and sensitive information and to work

effectively in situations involving individuals experiencing crisis, housing instability, or significant life stressors.

The Housing Coordinator may work in TurnAround offices, community settings, housing locations, partner agencies, and other locations where survivor services are provided. The position will require local travel, participation in community meetings, and occasional evening or weekend activities based on program and survivor needs.

Physical Requirements

The employee must be able to perform the essential functions of the position with or without reasonable accommodation. The position may require sitting for extended periods, using a computer, communicating by telephone and in person, traveling within the community, and occasionally lifting or carrying materials necessary to perform job responsibilities.

AFFIRMATIVE ACTION/ EQUAL EMPLOYMENT

TurnAround, Inc. provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.