



JOB DESCRIPTION

POSITION TITLE: Reception and Placement (R&P) Housing Resource Coordinator

REPORTING RELATIONSHIP: Direct Program Services Director

STATUS: FT 40 hours/week, with benefits (paid holidays, optional medical/dental, retirement, life insurance)

STARTING SALARY:

ARRIVE MINISTRIES: Is a faith-based organization dedicated to the cause of the refugee and immigrant. Our mission is to live out God's command to welcome refugees and immigrants by loving them practically, socially and spiritually. We provide direct program services *and* we empower the local Church to welcome and walk alongside newly arriving refugees.

PRIMARY PURPOSE OF THIS POSITION:

To secure safe, sanitary, and affordable housing for all newly-arrived refugees resettled by Arrive Ministries, in accordance with provisions set forth by the federal Office of Refugee Resettlement (ORR). This is accomplished in collaboration with online housing resources, landlords, other resettlement agencies, social service agencies, the local church, private funders, and the business community.

DUTIES & RESPONSIBILITIES

- Secure appropriate housing for all newly-arrived refugees, in compliance with the Cooperative Agreement.
- Complete pre-planning phone calls to assess housing needs, usually 2-3 weeks ahead of a refugee family's arrival.
- Build and sustain relationships/partnerships with new landlords and property managers throughout Twin Cities metro area.
- Serve as the primary liaison for Arrive Ministries to Bridging, Inc by tracking invoices, scheduling and attending appointments, and maintaining positive working relationships with Bridging staff.
- Track expenses of all newly-arrived refugee families to report to the World Relief Head Office.
- Maintain tracking systems for donated beds, vendored rent payments, client addresses, and landlord contacts.
- Complete budget sheets to orient newly-arrived refugee families to their individual budgets.
- Address emergency housing concerns as they arise, including but not limited to maintenance issues, pest problems, and landlord/tenant misunderstandings or communication challenges.
- Complete bed deliveries, apartment set-ups, and lease signings in a timely manner. Coordinate with other members of the R&P team as necessary.
- Lead the ongoing development of community housing resources and contacts, including maintaining Arrive Ministries' various partnerships.
- Complete all required reports, case notes, and documentation in an efficient, accurate and timely manner, and maintain case files as prescribed by the U.S. Department of State (DOS).
- Demonstrate appropriate interaction with refugees, U.S. Tie relatives, interpreters, and other social service providers.
- Assist with R&P core services appointments as job responsibilities and availability provide.
- Attend relevant training as approved by the Director of Refugee Arrival Services.
- Other duties as assigned.

REQUIRED QUALIFICATIONS & EXPERIENCE

- Background in social services and knowledge of/familiarity with community resources in the Twin Cities metro area.
- Experience working cross-culturally and with individuals of limited English proficiency.
- Strong networking skills and ability to maintain positive relationships across different sectors.
- Be able to speak, read, and write fluently in the English language.
- Commitment to responding to challenging situations with compassion and a heart for service, regardless of personal assumptions and/or cultural differences.
- Exceptional people skills across socioeconomic levels, religion, culture, age, and gender.
- Competency in Word, Excel, database, and internet.
- Willingness to undertake housing-related projects with minimal oversight from supervisor.
- Able to lift household items, mattresses/box springs, and small furniture; load/unload a 12-passenger van; and transport items up stairs, as needed.
- Comfort with occasional pests (cockroaches, bed bugs) and varying levels of cleanliness.
- Valid MN Driver's License with proof of insurance and good driving record.
- Demonstrated faith in Jesus Christ.
- Accept and adhere to the Transform Minnesota [Statement of Faith](#), Core Values and Code of Conduct

PREFERRED QUALIFICATIONS:

- Experience maintaining basic data and budgeting for overall program expenditures.
- Knowledge of housing issues and experience with the rental housing process.
- Fluency in a second language, particularly Somali, Pashto, Dari, Arabic, Russian, or Ukrainian.