
JOB DESCRIPTION

Job Title Project Coordinator

Date Developed September 2021
Revised January 2023

Department Finance

Reports to Manager of Leasing & Housing

Classification Non-exempt

PURPOSE OF POSITION

Reporting to the Manager of Leasing and Housing, the Project Coordinator will be the central resource for housing repairs in our Permanent Housing Scattered Site Programs. The Coordinator will interact with the property managers, superintendents, and participants of the apartments used for CHNY's scattered-site programs.

The coordinator is energetic, creative, and resourceful, and travels throughout New York City to support the repairs needed for CHNY participants. The coordinator will work directly with youth, Case Managers and other residential staff, and external stakeholders. The coordinator must be comfortable with, and able to handle, a wide variety of interactions in different settings.

The coordinator will need to be comfortable in a rapidly changing environment where processes and protocols are being developed and refined as the program is operating. Excellent communication and problem-solving abilities are critical to successfully fulfilling the requirements of this position.

DUTIES AND RESPONSIBILITIES

(Responsibilities to include but not limited to the following)

- **Programmatic Responsibilities**
 - Communicates in person, by phone, and electronically with superintendents and management companies regarding repairs needs for CHNY participants.
 - Assist Participants as needed for repairs and move-ins and/or move-outs.
 - Works with Real Estate Coordinators and Case Management to maintain appropriate upkeep of participant apartments.
 - Communicate & schedule Building Superintendents/Property Managers
 - Be onsite to manage small repairs.
 - Be onsite to oversee difficult repairs and verify the completeness.
 - Participates in all case conferences for all programs; FAMCOV, NEWCOV & RRH.
 - Maintains records in the Efforts to Outcomes (ETO) computer system and enters all required documentation timely.
 - Maintains Smartsheet Repair Requisitions, keeping them updated on a timely basis.
- **Professional Development and Embracing CHNY's Mission**
 - Participates in all required trainings, either in-person or via CHNY's online Learning Management System (Relias and others as assigned).
 - Promotes a healthy, inclusive and equitable organizational culture.
 - Promotes child protection and is diligent about the safety of clients and fellow staff members.
 - Performs other duties as assigned and needed.

SUPERVISORY DUTIES

- This position does not supervise any other position.

KNOWLEDGE, SKILLS, & ABILITIES

Education & Experience

- **High School diploma or equivalent.**
- **At least two (2) years of experience working in housing and/or with vulnerable youth or related field.**
- Driver's license in good standing preferred.
- Experience in the field of housing, housing subsidies, landlord and property management engagement preferred.

Knowledge/Skills

- Knowledge and experience working directly with at risk populations, especially youth experiencing homelessness, strongly preferred.
- Excellent written and verbal communication skills with the ability to work independently required. Speaking Spanish, preferred.
- Ability to utilize various types of technology and systems, particularly while travelling, required.
- Must have some flexibility in days/hours with the ability to stay late or work on weekends occasionally.

INITIATIVE AND JUDGMENT/ATTENDANCE AND RELIABILITY

- Independently recognizes and performs duties that need to be done without being directly assigned.
- Establishes priorities; organizes work and time to meet them.
- Recognizes and responds to emerging priorities, accepts changes and new ideas.
- Has insight into problems and the ability to develop workable alternatives.
- Responds to supervision, coaching and constructive criticism in a positive manner.
- Adheres to attendance and punctuality requirements per policy. Provides proper notification for absences and tardiness. Takes corrective action to prevent recurring absences or tardiness.
- Observes all policies governing conduct while at work (e.g., telephone and computer use, electronic messaging, smoking regulations, breaks and other related policies).
- Ability to professionally communicate and relate well with all levels of personnel (individuals, peers, participants, and related professionals).
- Dedicated to the mission of Covenant House New York.

WORK ENVIRONMENT/ PHYSICAL DEMANDS

- High concentration.
 - Frequent interruptions.
 - Moderate noise level.
 - Frequent standing, walking, bending, and lifting (up to 20 lbs.).
 - Frequent sitting for periods of time at a computer workstation.
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