Lutheran Social Services of the Southwest

Job Description
Housing Specialist

Exempt: No
Salary Level: Set by C.E.O.
Reports to: Resource & Housing Coordinator
Department: Refugee & Immigration Services
Location: Phoenix, Arizona
Date: June 2021

General Description
The Pre-Arrival Specialist assists in the setting up of apartments and collecting donations.

Essential Duties and Responsibilities include the following:

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| 30     | Negotiate new apartment agreements:  
|        | • Locate and negotiate new agreements with apartment complexes for renting to refugees and maintain relationships with apartment managers.  
|        | • Attend community meetings about addressing the housing shortage in Maricopa County |
| 30     | Managing donations:  
|        | • Coordinate the collection and delivery of donations from individuals, businesses, and churches in Maricopa County and provide documentation of all in-kind donations and distribution to clients  
|        | • Organize and maintain donations center and storage areas. |
| 30     | Set-up refugee apartments:  
|        | • Coordinate services with program staff including case managers, Church Sponsorship Coordinator and Match Grant Coordinator.  
|        | • Provide apartment setup of basic furniture, appliances, food, and other necessities for newly arriving refugees. |
| 10     | • All other duties as assigned. |

Qualifications Requirements: To perform this job successfully, the individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience, Ability
High School diploma or equivalent combination of education and experience.

Language Skills
Ability to communicate clearly in English. Ability to listen and perceive need, working with people from diverse backgrounds non-judgmentally. Ability to effectively present and represent LSS-SW and the Division’s needs to religious and community groups as well as others in the social services community.

Driving Skills
Must be able to safely drive a large delivery truck

**Mathematical Skills**
Ability to understand basic math and calculations for purchases

**Reasoning Ability**
Ability to define problems, collect data, evaluate information, draw conclusions, and take appropriate action based on this information. Ability and confidence to make decisions when appropriate and when to solicit guidance. Ability to determine satisfactory set-up of each apartment.

**Working Relationships**
Ability to oversee apartment set-up crew as directed, interact with case managers effectively and represent LSS-SW in community meetings.

**Specialized Physical Demands**
Must be able to safely lift heavy furniture and climb stairs.

**Physical Demands/Work Environment**
The physical demands and work environment characteristics here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee may be required to sit or stand for long periods of time. The employee frequently is required to use hands to hold objects and operate office equipment.

- The employee is required to be able to listen and communicate effectively.
- The noise level in the work environment varies with the activity level of the facility.
- Maintain valid AZ Driver License and reliable transportation.
- Ability to work within mission of LSS-SW.

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Signature                        Date

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Signature                        Date