JOB DESCRIPTION:

Job Title: Resource & Housing Manager  
Work location: Memphis, TN  
Reports To: Resettlement Manager  
Salary: $20.00/hr  
Date Developed: 10/27/2021  
Department: Integration Department

POSITION SUMMARY:
Are you someone who demonstrates hospitality, innovation, and grit? Do you have a heart for connecting newcomers to quality and relevant resources? Come join the World Relief Memphis team and step into a season of incredible growth! The Resource & Housing Manager exists to ensure that incoming immigrant families are placed in secure affordable and safe housing. This position will coordinate with staff, stakeholders, and volunteers to ensure all newcomers have safe, affordable housing with all items needed for a new home. This position will support the common goal of welcoming refugees, offering vital services for them to regain stability, and support their long-term integration through performing essential tasks related to housing and building a network of resources for long-term housing solutions. Candidates interested in finding just solutions to housing challenges in Memphis are encouraged to apply.

ESSENTIAL FUNCTIONS
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Housing Procurement & Set-Up
• Complete necessary steps to set up housing:
  o Contact US Tie to explain housing procedures and create a plan for securing and setting up homes  
  o Gather all items needed for the new home  
  o Secure contractors and/or volunteers to help with the set up of the home  
  o Ensure all homes have appropriate items according to funder requirements
• Communicate upcoming arrivals to GIK Coordinator and Housing Specialist to ensure appropriate items are available for housing setups
• As needed, support other programs with housing questions/needs
• Coordinate with Resource Specialist on Apartment Setup Need

Donations
• Oversee the accurate and punctual entrance of donation logs into database and work with World Relief Home Office to ensure that World Relief Memphis attains program goals in a timely manner.
• Maintain warehouse space, office storage space, and adequate supplies for clients.
• Maintains consistent stock of inventory, communicating low inventory items in due time.
• Work professionally and timely with donors in collaboration with donor pick up and drop offs and donation receipts.
• Collaborate with the Mobilization Team regarding the WR website and social media development to include regular promotion of needed items as well as client stories.
• Market World Relief to businesses and individuals to partner in furniture and household item supplies.
• Coordinate the spending, receipt, and reporting for commodity grant.

Outreach & External-Facing Communication
• Create and implement a strategic plan for creatively solving housing needs for newly arriving families.
• Network with landlords, property owners, and community stakeholders to facilitate brainstorming and problem solving.
• Organize monthly Housing Network meetings.
• Coordinate the pickup of donated goods with local donors including but not limited to large furniture such as sofas, dressers, tables, etc.
• Respond to donation inquiries (voicemails and online forms) and schedule drop offs and pickups in a timely manner.

Collaboration
• Regularly communicate to relevant parties (Resettlement Specialist, Volunteer Coordinator, Mobilization Director, Resource Manager, Resettlement Manager) updates regarding donation needs, volunteer support, and required documentation.
• Coordinate with Initial Welcoming Services team members to secure housing for incoming refugee families and when housing is needed, ensure it is affordable, safe, and meets requirements.
• Participate in Integration Department team meetings to discuss upcoming arrivals and brainstorm material needs and housing needs.
• Support other programs with donations questions and needs.

Staff Management
• Lead housing strategy and problem solving around housing as a member of the Initial Welcoming Services team, reporting to the Resettlement Manager.
• Supervise Resource Specialist and interns by providing ongoing training and program leadership to ensure compliance with federal and state grants.
• Train, supervise, coach, and evaluate resource team.
• Provide ongoing feedback to staff and conduct mid-year and annual performance appraisals.
• Develop and maintain systems, policies, and procedures for the Resource Team, within the framework of WRM systems and policies.
Develop projections for housing and donations procurement and ensure these are met on a monthly, quarterly and annual basis
Perform other duties as required.

Documentation & Case noting
Case note and file documents in accordance with program requirements
Update CRM database (Dynamics) with relevant and necessary information for each donor and each newly arrived family

KNOWLEDGE, SKILLS & ABILITIES:
Ability to work effectively and sensitively with people of diverse cultural and religious backgrounds
Relational skills, interact well with participants, US ties, landlords, volunteers, and team members, creating a welcoming and interactive space for all involved
Time management and prioritization skills; knows how to organize their schedule to complete the most pressing tasks in time
Initiative, organized, and ability to work independently
Flexibility to adjust to changes in plans
Problem-solving skills; find possible solutions before bringing to supervisor
Conduct self in a professional, customer service-oriented manner
Highly self-motivated and able to take initiative

REQUIREMENTS:
Mature and personal Christian faith
Committed to the mission, vision, and values of World Relief
Desire to serve and empower the Church to impact vulnerable communities
Alignment with WRM core values of hospitality, innovation, and grit
Cross-cultural experience
Fluency in written and spoken English
Comfortable lifting, carrying, moving medium to heavy weights of 75 pounds
Fluency in Microsoft Office products and ability to update databases
Local travel and transportation of program participants required, and use of personal car
Prior management experience

PHYSICAL DEMANDS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
While performing the duties of this job, the employee is required to have ordinary ambulatory skills sufficient to visit other locations
• The ability to stand, walk, stoop, kneel, crouch, and manipulate (lift, carry, move) light to medium weights of 75 pounds.
• Requires good hand-eye coordination, arm, hand and finger dexterity, including ability to grasp, and visual acuity to use a keyboard, operate equipment and read application information.
• The employee frequently is required to sit, reach with hands and arms, talk and hear.

WORK ENVIRONMENT:
• General office setting.
• Great lengths of time working on computer, reading from computer screen, entering information, standing at copier or fax machine, and some time on the phone or in skype meetings may be required.
• Year-end archiving activities involve repeated lifting and bending.
• Physical, emotional and intellectual demands
• Equipment used: Employee computer (desktop or laptop), printer, and copier.
• All of the above duties and responsibilities are essential job functions subject to reasonable accommodation. All job requirements listed indicate the minimum level of knowledge, skills and/or ability deemed necessary to perform the job proficiently. This job description is not to be construed as an exhaustive statement of duties, responsibilities or requirements. Individuals may be required to perform any other job-related instructions as requested by their supervisor, subject to reasonable accommodation. This position description is not all-inclusive and is always under review.

We are proud to be an EEO/AA employer M/F/D/V. We maintain a drug-free workplace and perform pre-employment substance abuse testing.

For World Relief staff, strong commitment to the mission, vision, and values of World Relief is essential, and Christian faith is a prerequisite for employment, based upon United States federal guidelines provided in Title VII of the Civil Rights Act of 1964.

Legal Background in the United States
World Relief is both an equal opportunity employer and a faith-based religious organization. This means that we conduct hiring without regard to race, color, ancestry, national origin, citizenship, age, sex, marital status, parental status, membership in any labor organization, political ideology, or disability of an otherwise qualified individual. The status of World Relief as an equal opportunity employer does not prevent the organization from hiring staff based on their religious beliefs, so that all staff share the same religious commitment.

Pursuant to the Civil Rights Act of 1964, Section 702 (42 U.S.C. 2000e 1(a) World Relief has the right to, and does, hire only candidates who agree with World Relief’s Statement of Faith.

JOB DESCRIPTION ACKNOWLEDGEMENT:
I have received, reviewed and fully understand this job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name________________________________________ Date________________

Employee
Signature____________________________________________________________