



POSITION TITLE: Social Impact Coordinator- (Hybrid Remote Position)

REPORTS TO: Director of Housing

SCHEDULE: Full-time (40 hours/week)

ABOUT THE ORGANIZATION: Founded in 2005, Housing Options & Planning Enterprises, Inc. (H.O.P.E.) is a non-profit organization providing the community with comprehensive housing counseling and financial literacy, helping individuals and households acquire the housing that meets their needs. www.hopefinancial.org

Job Description Summary:

The Social Impact Coordinator position is a crucial addition to H.O.P.E.'s housing counseling programs he/she will help to connect the gap to historically underserved or left behind population to access other services in conjunction with wrap-around and housing services to increase their quality of life. * Position will be 25% in office. This remote position will include the following but not be limited to the duties listed below:

Job Duties/Tasks:

- Develop a written client listing of Community Referrals & Resources (food banks, childcare, direct client financial assistance for homeowners and renters, referrals to shelters, landlords, properties, etc.) and ensuring listing of existing services and new services are updated on a regular basis (every quarter).
- Receive and acknowledge referrals from internal/external housing counselors, partners, and clients.
- Create strong relationships with different service providers and have a strong working knowledge of what services they provide.
- Assess client needs using a variety of assessment tools.
- Develop written personalized activities for each client to obtain their housing goals.
- Assist clients in completing and submitting applications related to housing, legal services, and/or social service needs.
- Refer clients to educational, community, and cultural activities offered within Prince George's County based on client needs assessment.
- Conduct follow-ups via phone and/or email to determine whether the client has connected to resources as part of their personalized plan.
- Perform on-going case management to provide problem-solving assistance.
- Represent and market agency at events, seminars, network functions and be able make presentations as needed. (May require after business hours attendance to include evenings and weekends)
- Record and update client notes in client management system (CMS) and maintain client confidentiality as well as accurate records.

*Social Impact Coordinator Job Description
Housing Options & Planning Enterprises, Inc. (H.O.P.E.)*



- Prepare and submit timely and accurate reports as necessary to meet agency reporting requirements.
- Participate in weekly staff meetings and trainings as well as coordinate efforts to work cooperatively with other counseling staff.
- Other duties as assigned.

Preferred Qualifications:

- Associate Degree in Human Services or related field (life and employment experience will also be considered in lieu of education)
- One to two years of experience in Social Services or community health outreach.
- Existing knowledge of local community resources and partners.
- Professional, highly organized, motivated to learn, with strong communication and listening skills.
- Strong time-management skills.
- Proficient with Microsoft Office Suite.
- Ability to work on teams and independently.
- Willingness to work non-traditional hours, including evenings and weekends if necessary.
- MUST have high speed internet

APPLICATION PROCEDURES: Send cover letter, resume, a brief writing sample and salary requirements to opportunities@hopefinancial.org with “Social Impact Coordinator - Last Name, first initial” in the subject line. No phone calls, please.

APPLICATION DEADLINE: Based on the volume of applications received, this job posting may be removed prior to the indicated close date.

SALARY: Commensurate with experience and skills.

H.O.P.E. is an Equal Opportunity Employer and does not discriminate because of age, race, gender, religion, national origin, marital status, sexual orientation, gender identity, or disability.

The above statements are intended to describe the general nature and level of work being performed by the individual(s) assigned to this position. They are not intended to be an exhaustive list of duties, responsibilities, and skills required. Management reserves the right to modify, add, or remove duties and to assign other duties, as necessary. In addition, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.