Housing Outreach Associate  
Slavic Village Development - Position Description

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Housing Outreach Associate</th>
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<tbody>
<tr>
<td>Reports To:</td>
<td>Director of Housing Services</td>
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<tr>
<td>Department:</td>
<td>Housing Stability</td>
</tr>
<tr>
<td>FLSA Status:</td>
<td>Non-exempt</td>
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<tr>
<td>Date:</td>
<td>May 2022</td>
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<td>Approved By:</td>
<td>Executive Director</td>
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PURPOSE
Slavic Village Development is seeking candidates for the full-time position of Housing Outreach Associate. The Associate will work alongside the Director of Housing Services to assist residents of the Broadway Slavic Village neighborhood to gain access to funds, expertise, and resources to help both homeowners and renters to remain in their homes. This is mainly through providing funds through home repair, but may also include rental assistance and other forms of aid.

The ideal candidate is a highly organized and enthusiastic generalist interested in main-street development and promoting diverse neighborhoods who likes working in the wide variety of fields covered by SVD. Staff members at SVD generally work on a wide variety of projects and are oftentimes called on to assist each other.

ESSENTIAL JOB FUNCTIONS
1. Investigate residents’ concerns and issues; provide resident services with the objective of helping homeowners, renters, and landlords understand various housing programs and resources available to correct code violations and addressing housing issues. Respond directly to resident concerns and issues which have been received by the councilmembers and City Administration as well as those received through Slavic Village Development. Where appropriate, handles referrals.

2. Following City “Code Enforcement Partnership” agreement, pre-screen housing and building code complaints forwarded from City, send standard letters and follow procedures outlined in Code Enforcement Partnership. Maintain system database of resident concerns, follow-up, and resolution. Target vacant and abandoned housing, as indicated in the “Code Enforcement Partnership”.

3. Perform outreach to inform residents about resources and tools for home repair. Facilitate referrals for home repair, foreclosure prevention and other housing-related programs. Track follow-up to ensure residents are properly informed and educated on program processes and procedures.

4. Develop and maintain relationships with community partners to address housing, health and safety issues affecting community development and quality housing for residents. Work cooperatively with appropriate staff to ensure timely follow up on city services.

5. Represent the organization and participates in meetings and special community events.

6. Complete reporting required by various funding sources in an accurate and timely manner.

ADDITIONAL DUTIES AND RESPONSIBILITIES
1. Works with other members of the SVD staff on housing-related programs
2. Assumes additional responsibilities and performs special projects as needed or directed

REQUIRED QUALIFICATIONS
Education, Training and/or Experience
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A high school diploma or GED is required with a Bachelor’s Degree and 0-2 years in community development or social work preferred. However, other life experiences will be taken into consideration.

Knowledge, Skills, Abilities and Personal Characteristics
1. Desire to help individuals and families to thrive in their own homes.
2. Ability to communicate with all levels.
3. Ability to deviate from standardized work and established procedures to resolve special problems.
4. Able to organize work, engage in a variety of tasks simultaneously and consistently meet deadlines.
5. Basic math skills (addition, subtraction, multiplication, and division).
6. Ability to operate standard office equipment and follow office procedures.
7. Able to work independently with minimal supervision.
8. Strong attention to detail; ability to perform duties with a high level of accuracy.
9. Proficiency with Office 365 required.

WORKING CONDITIONS
• May require availability for overtime hours during peak periods.
• Occasional day travel to various locations including project sites and off-site meetings.
• Exposure to inside and outside environmental conditions.

This position description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the needs of Slavic Village Development. Since no position description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, duties and responsibilities that may be inherent in a job, reasonably required for its performance, or required due to the changing nature of the job shall also be considered part of the jobholder’s responsibility.

COMPENSATION
➢ Annual salary of $38,000 to $42,000, commensurate with experience and qualifications
➢ Vacation: During the first calendar year of hire, employees are eligible for up to ten (10) days of paid vacation on a prorated basis after completion of ninety (90) days of continuous service. After 5 years, employees receive 15 vacation days; 10 years = 20 days. Employees are also entitled to two (2) additional personal days. Vacation days must be used in the year they are accrued.
➢ Sick days: employees receive up to 7 paid sick days per calendar year to full time employees unable to work due to illness or need for medical treatment. Sick days may be carried into future years.
➢ Paid holidays include New Year’s Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the Day after Thanksgiving, Christmas Eve, and Christmas Day, plus days between December 24th and January 1st.
➢ 403 (b) plan— Employer contributes 3% (discretionary) of gross income and an additional 5% for every 1% contributed by the employee, up to an additional 2% maximum by Slavic Village Development. This benefit takes effect the 1st of the month following one year of service.
➢ Competitive health and dental insurance, with 100% of premiums for base plan paid by SVD. Employees may choose additional coverage by paying for the additional premium cost.
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Please email or mail cover letter and resume to:

Lynn Rodemann, Director of Housing Services
Slavic Village Development
5620 Broadway Avenue, Suite 200
Cleveland, Ohio 44127
Email: lynn@slavicvillage.org

Applications will be accepted until the position is filled.

ORGANIZATIONAL DESCRIPTION

Slavic Village Development is the Community Development Corporation which serves the Broadway Slavic Village, a five-square mile neighborhood of 22,000 Clevelanders. We are a forward-looking, service-driven organization which honors our neighborhood’s resiliency, diverse cultural heritage, and inclusiveness. We are committed to building a community defined by its high quality of life, unique identity, and healthy and active living. SVD is an equal-opportunity employer.

We seek and attract staff members and volunteers who take pride in the cutting-edge community-building work that SVD has led for over 30 years. In particular, the housing development program has been a longtime source of pride for SVD, is a leader among CDCs throughout the country, and has been covered by international media. Our organizational culture is marked by a potent combination of hard work and fun, and we welcome applicants who have a collegial attitude and enjoy working with a team comprised of both young and deeply experienced staff members.