



LOUISIANA FAIR HOUSING ACTION CENTER

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Housing Mobility Coach (Two positions available)

About Louisiana Fair Housing Action Center (LaFHAC)

LaFHAC is a non-profit organization that seeks to eradicate housing discrimination, an illegal and divisive force that perpetuates poverty and segregation, and limits opportunity. LaFHAC was established in 1995 and is the only full-service fair housing advocacy organization in Louisiana. LaFHAC addresses housing discrimination by 1) educating housing consumers and providers about their rights and responsibilities to proactively prevent violations of the Fair Housing Act; 2) investigating fair housing violations; 3) challenging discriminatory housing practices and policies through litigation; 4) advocating for new policies that promote equitable housing; and 5) counseling homeowners facing foreclosure.

Required Qualifications

- Required knowledge, skills, and abilities for this position may be developed through a Bachelor's Degree in Social Work, Social Services, Psychology or a similar field.
- At least 1 year of relevant work experience or 6 or more years of previous work experience in a similar field.
- Direct practice experience is required.
- Knowledge of the Housing Choice Voucher program is preferred.

Position Summary

This position is responsible for providing coaching services to families with housing choice vouchers as a part of a new housing mobility program. The Coach holds the primary responsibility of working with families as they choose between neighborhoods, prepare to put in applications, search for homes, and as they transition into their new neighborhoods. The Coach also assists in enrolling families into the program, hosts workshops, and works closely with other program staff to assist families in their moves. The role entails significant interpersonal skills and requires experience in case management.



Essential Functions

- Manage a caseload of clients with housing vouchers to assist them in moving to an opportunity area, including assessing clients' strengths and barriers to moving, referring clients to outside service agencies, and helping to maintain clients' motivation to move.
- Assist clients in developing goals to make them ready to move and assess their progress as they take steps toward achieving their goals.
- Provide emotional support to clients as they navigate the housing search process.
- Assist clients in contacting property owners, attend unit tours with clients, and assist clients with developing rental applications.
- Host group workshops for clients to learn how to search for units on the private rental market and how to maintain tenancy with property owners and Public Housing Authorities.
- Perform post-move in-home check-ins with clients to ensure that clients are transitioning smoothly into their new community.
- Work with other program staff to communicate with property owners and clients to assist in resolving any issues identified as clients transition into their new homes.
- Track client and property owner data using case management software programs.
- Participate in interviews by the research partner and other research related activities as requested.

Required Knowledge, Skills, and Abilities

Knowledge of:

- Local, state, and/or federal safety net programs.
- The Orleans Parish rental housing market.
- The role systemic racism plays in shaping communities.

Skills in:

- Best practices and approaches to case management such as motivational interviewing, the person-in-environment approach, and the strengths-based approach.
- Microsoft Office software including Excel, Word, PowerPoint, and Outlook.

Ability to:

- Provide case management services to clients.
- Read credit reports and provide basic information on how to improve credit scores.
- Communicate effectively both verbally and in writing to a diverse clientele.
- Develop rapport and trust among program clients.
- Use the internet to research and obtain information related to available rental housing.
- Navigate case management software packages.
- Assist clients and property owners in solving leasing and tenancy-related issues.
- Perform duties of the position with minimal direction and complete tasks in a time-sensitive environment.
- Maintain a valid driver's license.

LaFHAC is an equal opportunity employer. LaFHAC values diversity and inclusion in the workplace because it enhances the work we do, reflects the communities we serve, and embodies the values we further and defend. Candidates of all backgrounds are welcome.

Compensation:

The salary for these positions is \$45,000 - \$50,000. Placement within the salary range will be based on years of experience related to the project goals. LaFHAC's benefits include 100% employer-paid medical insurance for employees, with available dental and vision coverage; flex spending account; 401 (k) with employer-matched contributions; paid vacation, and paid parental leave.

Please Note: LaFHAC staff continue to work remotely due to the COVID-19 pandemic. The Housing Mobility Coach will work remotely as well until the office reopens to all staff, but will be required to complete in-person tasks that may include, but is not limited to, meeting with vouch holders.

How to Apply

The position is open until filled. Please email a resume and cover letter to Giazzlyn Duncan, explaining your interest in the position to resumes@lafairhousing.org with the subject line "Housing Mobility Coach."