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Vera L. Johnson
Executive Director

Position Title: Housing Specialist Coordinator

Reports To: Director of Marketing & Development

Supervises: Assist volunteers, interns, and/or administrative support staff as assigned

Employment Status/FLSA Classification: Full-Time/Non-Exempt

Work Location: Fort Bend County, Texas (primarily on-site / community-based depending on organizational needs)

Work Schedule: Monday–Friday with occasional evenings/weekends for events, meetings, crisis response, outreach activities, and donor/community engagement opportunities



Compensation

- **Hourly Rate:** \$16.00 per hour
- **Annual Salary Equivalent:** \$33,280 per year based on a standard 40-hour workweek
- Compensation may be adjusted based on experience, qualifications, organizational needs, and funding availability.

Population Served

Fort Bend Family Promise (FBFP) serves families experiencing housing insecurity and homelessness throughout Fort Bend County. FBFP provides supportive services designed to promote housing stability, economic self-sufficiency, family preservation, and long-term independence. Services include crisis intervention, housing navigation, case management, landlord engagement, supportive service coordination, and community-based partnerships focused on achieving sustainable housing outcomes.

Essential Duties and Responsibilities

The duties listed below are representative of the essential functions of the position. Additional duties may be assigned as organizational needs evolve.

Job Summary

The Housing Specialist Coordinator provides direct housing-focused services to families experiencing homelessness and housing instability while also coordinating housing-related program activities, community partnerships, and service delivery efforts. This position combines hands-on client support with program coordination responsibilities to ensure families receive timely, effective, and comprehensive housing assistance.

The Housing Specialist Coordinator works collaboratively with internal staff, landlords, property managers, community agencies, and external stakeholders to assist families in securing and maintaining stable housing. This role also supports program coordination, compliance oversight, housing resource development, and operational efficiency within housing stabilization services.

Primary Responsibilities

Client Services & Housing Support

- Conduct intake assessments, housing assessments, and eligibility screenings
- Develop individualized housing stabilization and service plans
- Assist families in locating, applying for, and securing safe and affordable housing
- Provide housing-focused coaching, advocacy, and supportive guidance
- Assist clients with lease understanding, tenant education, and housing retention strategies
- Provide crisis intervention and problem-solving support as needed
- Connect clients to community resources, public benefits, employment services, childcare resources, transportation, and other supportive services
- Conduct follow-up services to monitor housing stability and family progress

- Maintain professional and supportive relationships with clients while promoting accountability and independence
- Transport clients to appointments, housing viewings, and service-related meetings as needed

Coordination & Program Support Responsibilities

- Coordinate housing navigation activities and housing placement efforts
- Serve as a liaison between clients, landlords, property managers, and partnering agencies
- Coordinate housing referrals and supportive service referrals
- Assist with monitoring housing program timelines, goals, and outcomes
- Coordinate housing-related documentation and ensure timely completion of required forms
- Support development and maintenance of landlord partnerships and housing resource networks
- Track available housing opportunities and maintain updated housing resource listings
- Coordinate move-in assistance and housing placement logistics
- Assist with onboarding and orientation of volunteers, interns, and support staff involved in housing services
- Support coordination of housing-related workshops, community outreach, and educational events
- Participate in interagency meetings, case staffing meetings, and collaborative housing initiatives
- Help ensure program compliance with funding requirements, organizational policies, and housing standards
- Assist leadership with program improvement efforts and operational workflow coordination

Documentation & Compliance

- Maintain accurate, timely, and confidential client records
- Complete HMIS data entry, reporting, and case documentation requirements
- Document all client interactions, housing progress, referrals, and follow-up activities
- Monitor file compliance and ensure documentation meets organizational and funding standards
- Assist with data collection, outcome tracking, and reporting requirements
- Support preparation for audits, monitoring visits, and compliance reviews

Performance Metrics (KPIs)

- Number of families successfully housed monthly and quarterly
- Percentage of families maintaining housing stability for 90+ days
- Timeliness, completeness, and accuracy of HMIS and client documentation
- Client engagement and follow-up consistency
- Number of landlord/property management partnerships established and maintained
- Successful coordination of housing placements and supportive services
- Compliance with program policies, grant requirements, and organizational procedures
- Response time to housing crises and client service needs
- Effectiveness of community collaboration and referral coordination
- Program participation and service outcome improvements

Knowledge, Skills, and Abilities

- Bachelor's degree in Social Work, Human Services, Psychology, Sociology, or related field preferred
- Minimum of two (2) years of experience in housing services, case management, homelessness services, community outreach, or related social service field preferred
- Experience coordinating programs, services, or community resources preferred
- Knowledge of housing resources, landlord engagement practices, and housing stabilization strategies
- Strong organizational, communication, and interpersonal skills
- Ability to manage multiple tasks and priorities in a fast-paced environment
- Strong problem-solving and conflict-resolution abilities
- Ability to maintain confidentiality and professional boundaries
- Proficiency with HMIS systems, Microsoft Office Suite, and electronic documentation systems
- Ability to work collaboratively with diverse populations and community stakeholders
- Valid Texas Driver's License, reliable transportation, and current automobile insurance required

Physical Requirements and Work Environment

The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job:

1. Ability to remain in a stationary position for extended periods while working at a computer and performing administrative duties
2. Ability to operate standard office equipment including computers, telephones, printers, scanners, and copiers
3. Ability to communicate effectively in person, virtually, by phone, and in writing
4. Ability to move throughout office locations, shelters, apartment sites, community partner locations, and housing properties as needed
5. Ability to occasionally lift and carry up to 25 pounds (office supplies, client materials, donated items, or event supplies)
6. Ability to travel locally throughout Fort Bend County for client meetings, outreach, and housing-related activities
7. Occasional evening and weekend work required for events, outreach activities, meetings, crisis response, or community engagement efforts

Acknowledgement

I acknowledge that I have received and reviewed the Position Description for the Housing Specialist Coordinator. I understand that this job description is not intended to be all-inclusive and that Fort Bend Family Promise may assign additional duties and responsibilities as organizational needs evolve.

Employee Signature: _____

Printed Name: _____

Date: _____

Human Resources Acknowledgment

Human Resources and Finance Signature: _____

Printed Name: _____

Date: _____

Executive Director Acknowledgment

Executive Director Signature: _____

Printed Name: _____

Date: _____