



Bois Forte Band of Chippewa

5344 Lakeshore Drive ▪ Nett Lake MN, 55772 ▪ 218-757-3261/1-800-221-8129

TENANT SERVICE COORDINATOR

Position Description

Opens: December 14, 2018
Closes: December 20, 2018

Department:	Health & Human Services	Reports to (title):	Chemical Dependency/New Moon Program Director
Job Code:	N-7	Job Location:	Bois Forte Tribal Government – Vermilion, MN
Pay Range:	Min: \$13.35 Mid: \$16.685 Max: \$20.02	Supervises:	None
Hours/week:	40	Classification:	Non-Exempt
Type of Position:	Full Time	Effective Date:	12/07/2018
		Revised Date:	11/26/2018

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of Bois Forte Band of Chippewa are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the tribal government (may also be referred to as “Band”).
- Interact in an honest, trustworthy, and respectful manner with employees, community, visitors, and vendors.
- Comply with Bois Forte Band of Chippewa policies and procedures.
- Maintain a current insurable driver’s license.
- Display respect and understanding of Bois Forte Band of Chippewa traditions and values.

POSITION PURPOSE

To provide direct support in coordinating the day-to-day activities of staff in fulfilling the needs and addressing the issues of tenants. The Tenant Services Coordinator is expected to develop and maintain strong working relationships with the tenants at New Moon and Nett Lake Duplexes and be accountable to property management for ensuring issues and needs are responded to and resolved by the appropriate individual, service or department.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

1. Verifies eligibility for Long Term Homelessness (LTH) on all potential tenants.
2. Completes initial housing intake screening to determine needs and services to be provided.
3. Acts as the first point of contact for tenant service calls, requests and issues. Directs tenant service requests to the appropriate staff, property management or on-site caretaker.
4. Acts as the key on-site support staff for tenant relations. Must diligently support and maintain good working relationships with tenants, property management and on-site caretaker. Assists with tenant move-ins and move outs and orients new tenants on building policies and procedures.
5. Assists with general administrative tasks as assigned including filing, answering phones, and written correspondence to tenants, ordering supplies, computer and data entry work.
6. Assist tenants in budgeting for rent, food and other basic necessities.

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7. Provide monthly tenant meetings and activities that are social and recreational in nature, to assist tenants in developing social skills and a sense of community.
8. Works with property management and on-site caretaker in monitoring and/or conducting annual home inspections and other periodic inspections.
9. Works with tenants to ensure that rent payments and other tenant charges are in compliance with lease agreements.
10. Maintains all tenant documentation in a well-organized complete file, adhering to HIPAA guidelines and according to grant contract requirements; submit all reports on time.
11. Input intake data into the Homeless Management Information System (HMIS) in a timely manner for reporting and funding purposes.
12. Provides mediation services related to neighbor/landlord issues.
13. Referral source for supportive services and facilitate the connection of support services to tenants.
14. Provides crisis intervention in emergency situations, to include working on-calls for assigned weekends.
15. Performs other duties as assigned.

MINIMUM MANDATORY QUALIFICATIONS

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| Experience: | <ul style="list-style-type: none">• Two years of work experience in homelessness, tenant services capacity, or related field |
| Education: | <ul style="list-style-type: none">• A high school diploma or General Education Diploma (GED). |
| License/Certification: | <ul style="list-style-type: none">• None |
| Mandatory Knowledge, Skills, Abilities and Other Qualifications: | <ul style="list-style-type: none">• Knowledge of eligibility requirements for Long Term Homelessness (LTH), Homeless Programs, Minnesota Housing Finance Agency (MHFA), Continuum of Care-Shelter Plus Care (CoC), Housing Supports, and Section 8.• Ability to adequately interview tenants to obtain all information necessary to determine services needed.• Knowledge in the Homeless Management Information System (HMIS) and Mental Health Information System (MHIS).• Data Entry, basic reporting, filing, answering phones, scheduling, and communications• Ability to multi-task and have strong organizational and crisis solving skills.• Ability to work with minimal supervision.• Ability to attend training and become certified for SSI/SSDI Outreach, Access & Recovery (SOAR) services.• Integration of the Permanent Supportive Housing Evidence Practice Standards available for SAMHSA.• Adheres to the requirements of a mandated reporter; submits reports and reports child abuse in accordance with state, federal and tribal mandated reporting law requirements.• Maintains effective professional and public relations within the community and services agencies.• Documents all phone calls and contacts.• Attends trainings and meetings as needed.• Ability to have a flexible schedule.• Ability to have independent judgement regarding priority of work and interventions in emergency situations. |

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- Knowledge of Microsoft office suite (word, excel, etc.), internet software and appropriate storage of electronic files.
- Ability to perform other duties as assigned.
- A record of satisfactory performance in all prior and current employment as evidenced by positive employment references from previous and current employers.

- Understanding of Federal laws that regulate Indian Housing (NAHASDA) and HUD
- Knowledge of Bois Forte and its people, culture and customs.
- Knowledge of eligibility requirements for programs.
- Excellent communication skills, both verbal and written, with the ability to effectively communicate with public, visitors, and other delegates.
- Excellent customer service skills.
- Ability to assist clients in an effort to problem-solve to help achieve a positive result.
- Ability to communicate with management, staff, vendors, and customers.
- Ability to speak effectively before groups of customers or employees of the organization.
- Ability to deal with problems and resolve them efficiently.
- Ability to multitask in a fast-paced environment.
- Basic operation of a workstation (turning on/off, knowledge of basic functions and components) and general office equipment use/storage/maintenance of multiple usernames and passwords. Computer-related problem-solving skills through the use of available trainings and help desk.
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PREFERRED QUALIFICATIONS

- Associates Degree in related field

WORK ENVIRONMENT

- Work environment: Office conditions: the work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate. Limited overnight travel may be required from time to time.
- Physical demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee may be required to frequently stand, walk, sit, bend, twist, talk, hear and perform repetitive motions. There may be prolonged periods of sitting, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision. Talking and hearing are essential to communicate with the community, visitors, employees, and vendors.
- Mental demands: There are a number of deadlines associated with this position. The employee must be able to handle frequent interruptions and must also multi-task and interact with a wider variety of people on various issues.

TRIBAL AND INDIAN PREFERENCE

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The Bois Forte Band of Chippewa has implemented a Tribal and Indian Preference in Employment Policy. Pursuant to this Policy, applicants who possess the knowledge, skills, and abilities required by this position, and who are enrolled members of the Bois Forte Band of Chippewa Tribe will be given primary preference in hiring and employment for this position. Members of other federally-recognized Indian tribes will be given secondary preference for hiring and employment after providing proof of tribal membership. Tribal and Indian preference is integrated into the interview and scoring process for candidates for job positions.

OTHER

- Confidentiality:** All employees must uphold all principles of confidentiality to the fullest extent. This position may have access to sensitive information and a breach of these principles will be grounds for immediate termination.
- Background Investigation:** This position may be subject to a criminal history background check, a suitability background check and/or a Fair Credit Reporting Act (FCRA) check. In addition, some positions are subject to a 101-630 background check in an effort to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act." Candidates must be able to successfully pass all required background checks to qualify for this position.
- Drug Screening:** All applicants must successfully pass a pre-employment drug screening prior to beginning employment and will be subject to random drug testing.

PRE-EMPLOYMENT DRUG TESTING APPLIES. INDIAN PREFERENCE WILL APPLY. UPON PRESENTATION OF DD-214 WHICH REFLECTS HONORABLE DISCHARGE, APPLICANTS WILL RECEIVE VETERAN'S PREFERENCE POINTS. Please visit our website at www.boisforte.com to download an application. Applications are accepted via: Fax, Email, U.S. Mail, and In Person. Submit applications to: Human Resources Director, Miranda Lilya, 5344 Lakeshore Drive, Nett Lake, MN 55772, Fax: 218-757-3312, mlilya@boisforte-nsn.gov. Applications received after the closing date will not be accepted.