



Position Announcement

Pre-Arrival and Housing Specialist (1 FTE)

Job Title: Pre-Arrival and Housing Specialist

Reports To: Resettlement Director

Status: Full time

Location: Madison, WI

JOB SUMMARY

The Pre-Arrival and Housing Specialist will serve as a local housing advocate and will ensure that resettled refugees are provided with quality affordable housing. This person will work with the Community Engagement Specialist and volunteers to coordinate and complete apartment setups. The Housing Specialist will also be responsible for providing ongoing housing and budget support services to all client families. They will develop and maintain positive relationships with local landlords and property managers, and provide cultural orientation to new arrivals on tenant rates and responsibilities. The Housing Specialist will also be responsible for ensuring client case documentation is complete and accurate including financial tracking sheets, safety evaluations, supply lists, and case notes. This position requires excellent communication skills, ability to problem-solve, discretion, and attention to detail. The Pre-Arrival and Housing Specialist reports to the Resettlement Director

OUR AGENCY

Jewish Social Services of Madison (JSS) is a 40+ year-old organization, committed to empowering families and individuals across generations and cultures to build community and self-sufficiency, with a strong commitment to the Jewish community and inspired by Jewish values. We offer services in the areas of short-term advocacy, long-term case management, Jewish spiritual care, refugee resettlement, and asylee services. We serve people of all ages and backgrounds.

GENERAL DUTIES

- Conduct ongoing outreach to current and potential landlords and property managers, building strong working relationships with the goal of increasing access to housing for JSS families and to coordinate client home repair requests as needed.
- Track the development and outcomes of housing partnerships

- Manage storage unit and report inventory and donated items to Gift in Kind Coordinator
- Set-up refugee apartments prior to their arrival.
- Coordinate and arrange setups with community partners and volunteers
- Train community partners and volunteers on apartment set up requirements
- Coordinate and assist Case Specialists with transporting clients from airport pickups or to appointments
- Develop and maintain knowledge of housing standards, including local housing code, and any and all standards specified through refugee resettlement contracts.
- Regularly visit apartment complexes to ensure housing meets the minimum standards.
- Secure safe, appropriate, affordable housing for refugees prior to their arrival in the US.
- Prepare and plan temporary housing such as hotel or Airbnb in case of delayed permanent housing upon arrival.
- Organize and oversee the setup of housing for refugees and other JSS clients, including coordinating signing of leases.
- Arrange the logistics of new arrival home set-ups, including furniture orders and delivery, planning and placing purchase orders, and establishment of utility connections and home safety inspections.
- Ensure accuracy and completion of leases maintained in client case files are following JSS policies.
- Ensure client fully understands the lease term and conditions and client attains a copy of the signed lease.
- Provide orientation sessions, training, and ongoing supervision regarding housing needs of JSS clients.
- Engage in direct and respectful communication to address concerns and conflicts that arise.
- Familiarity with local neighborhoods and rental market.
- Maintain and update training material and resources regarding housing trends and needs.
- Conduct interviews and surveys with program participants.
- Maintain electronic housing records for the resettlement program, enter case notes and records in databases, and manage monthly volunteer timesheets.
- Assist other Admin Team members with projects as assigned

SKILLS & EXPERIENCE

- Bachelor's degree. Master's degree, a plus. Consideration of equivalent combination of work and/or lived experience.
- Demonstrated success working and communicating effectively in a multi-cultural, multi-lingual environment.
- Knowledge of the housing market trends and housing resources

- Proven ability to contribute both independently and as a key team member.
- Self-starter with excellent problem-solving skills combined with the proven ability to prioritize duties, and manage time effectively.
- Detail oriented with excellent organizational skills and ability to multi-task
- Proficient in Microsoft Office applications, databases, email, and internet applications.
- Comfort and ability to speak in front of, present to, and train large groups.
- Ability to maintain regular, timely, and ongoing communication with varied stakeholders.
- Must be able to work a flexible schedule that prioritizes clients' needs and capabilities. Some evening and weekend work required.
- Fluency in English, both verbal and written.
- Valid driver's license, reliable vehicle with current insurance, and the ability to travel regularly throughout the service delivery area, often driving clients as passengers.
- Language skills beyond English a plus.

Not required, but nice to have:

- Familiarity with the refugee and vulnerable communities served with demonstrated competence and sensitivity.
- Familiarity with historical challenges of BIPOC and vulnerable communities and housing market in Dane County
- Fluency in Farsi/Dari, Pashto, Swahili, Spanish, French or Arabic.

COMPENSATION AND BENEFITS

Compensation is \$40,000-\$45,000 depending on experience. This is a 40 hour/week position. Generous benefits include medical, dental, long-term disability, life insurance, flex spending, 403(b) with 5% agency contribution (after 1 year), vacation and sick days, secular, Jewish and floating holidays:

TO APPLY

Please submit a thoughtful cover letter and resume to hr@jssmadison.org. Please include **Pre-Arrival and Housing Specialist** in the subject line. Position open until filled.

Jewish Social Services is proud to be an Equal Employment Opportunity employer. We do not discriminate based upon race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics.

If you need assistance or accommodation due to a disability, you may contact us at office@jssmadison.org or you may call us at (608) 442-4081