



Tenant Services Coordinator

Reports to: Director of Moore Place

Urban Ministry Center/Men's Shelter of Charlotte is an interfaith organization dedicated to bringing the community together to end homelessness, one life at a time.

Moore Place is a 120-unit apartment building that provides permanent supportive housing for individuals who experienced chronic homelessness. Our Scattered Site Housing Program serves up to 400 tenants in apartments throughout the city. The Tenant Services Coordinator (TSC) will develop and coordinate a wide array of on- and off-site programs & activities for the benefit and enrichment of tenants and to foster a sense of community. This will include programming for and oversight of activity spaces including a computer lab, community and conference rooms, and library as well as our multi-passenger van. The TSC will organize and encourage tenant participation in planned activities and work collaboratively with tenants and case managers to develop programs in response to tenants' interests, with a focus on community engagement. The TSC will serve as a tenant contact for questions and concerns and as an important liaison to other parts of the housing team. The TSC will manage volunteer needs and requests, including groups, as well as coordinate and solicit donations as needed.

This position will work some evening, weekend, & holiday hours, and scheduling flexibility is a must.

Responsibilities:

- Develop, implement, and facilitate a wide range of programs and activities for housing programs (Moore Place, Scattered Site Housing and other housing programs as may be added), including ongoing activities and special/annual events.
- Recruit and manage tenant and external volunteer opportunities; liaise with and manage volunteer groups.
- Establish community engagement activities for tenants that take place off-campus.
- Serve as tenant contact for questions and concerns, redirect tenants to appropriate staff where needed; keep support services & operations informed of tenant involvement in activities.
- Develop effective communication methods with tenants, including the production of a weekly activities calendar and building newsletter.
- Collect and assist in analyzing information for ongoing program evaluations.
- Intake and apartment preview for new tenants.
- Manage program budget.
- Manage in-kind donations.
- Perform other duties as assigned.
- Supervise VISTAs and summer interns.
- Assist with managing Resident Assistants.
- Transport tenants to events.

Skills & Qualifications:

- Bachelor's Degree in any field; substantial relevant experience may be substituted for education.
- Prior work experience in Human Services or related field.
- Superb interpersonal and organizational skills.
- Ability to multitask and shift easily between tasks is essential.

- Demonstrated ability to work with diverse populations, including individuals with chronic mental illness and substance use disorders.
- Outgoing and easily approachable nature strongly preferred.
- Previous experience managing or coordinating volunteers a plus.
- Ability to work some evenings, weekends, and holidays a must.
- Computer proficiency, including Microsoft Suite.
- Previous supervisory experience preferred.
- Valid driver's license.

To Apply:

Cover letter required and should state specifically why candidate is interested in working at Urban Ministry Center/Men's Shelter of Charlotte. Send cover letter and resume to:

jobs@urbanministrycenter.org