



# Westchester Residential Opportunities, Inc.

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## Eviction Prevention (EP) Program Coordinator

### Position Purpose

Provide Eviction Prevention and Utility Services to clients seeking assistance

### Essential Job Responsibilities

- Financial Assistance: The WCEPP team will assess clients who have been denied assistance by DSS and determine if qualified to receive assistance for eviction arrears, first month's rent, security deposits and/or moving expenses. The team's assessment of financial viability will use the forms and processes established as a nationwide standard established for HUD-Certified Housing Counselors. The team will provide financial assistance to those deemed eligible.
- Utility Arrears: The WCEPP team will assess clients to determine if they are eligible to receive utility arrears assistance provided that the household has received termination notice and termination will result in eviction or temporary displacement. The team must communicate with the WCDSS contact prior to determining eligibility.
- Mediation Services: The Housing Retention Counselors and Program Coordinator will mediate between the landlord and tenant to resolve rent arrears in order to maintain tenant housing. The WCEPP team will also work with Section 8 families to restore certificate if voucher has been rescinded.
- Budget and Financial Education: The EP Program Coordinator will provide individual and group budget counseling and financial education using the forms and processes defined by HUD as best practices for HUD-Certified Housing Counselors.
- Assessment and Referral: The EP Program Coordinator will help the Housing Retention Counselors to assess clients' needs related to housing retention, develop a written Individual Service Plan (ISP) for each accepted participant, and link them to appropriate benefits, services and resources.
- Case Management: The EP Program Coordinator will continue to help WCEPP participants access new services and benefits to enhance financial self-sufficiency and housing retention for up to one year after providing emergency financial assistance. Part of our team's focus will be on helping clients become linked effectively with ongoing case management or care coordination.
- Co-Located Services: The EP Program Coordinator will be primarily assigned to WRO's main office in White Plains but will provide client services in the White Plains and Peekskill district offices of DSS and other community locations as needed, *e.g.* accompanying clients to meetings with landlords to provide translation and advocacy

services. The Program Coordinator will supervise and evaluate the Housing Retention Counselor's working in DSS' White Plains and Peekskill district offices.

- **CoC Collaboration:** The EP Program Coordinator will, pursuant to WCDSS guidance, collaborate with Westchester County Continuum of Care, including providing representation at CoC meetings and participating in at least one CoC subcommittee. The Program Coordinator will ensure that the entire team enters data appropriately into HMIS software and follows all applicable CoC regulated policies.
- **Billing:** The Program Coordinator will ensure that the entire WCEPP team maintains records and receipts for all program expenses and that Program Assistant prepares monthly vouchers including all required documentation and submits them to the WCDSS Office of Fiscal Operations on a timely monthly basis.
- **Reporting:** The Program Coordinator will prepare monthly Performance Indicators Reports and provide any other data and/or information required by WCDSS in the format defined by WCDSS.
- **Other Duties:** The Program Coordinator will perform any other lawful and reasonable duties assigned by their supervisor.

### **Minimum Job Requirements:**

Minimum job requirements for this position include a college Bachelor's degree, at least 5 years of experience in housing counseling or a related field, at least 3 years of experience in program administration, cultural competence to work effectively with our targeted clients, and a working knowledge of public benefits and entitlements. Preference will be given to candidates familiar with our target communities, those fluently bilingual in Spanish and English, and those with access to a car for work-related travel. Candidates must complete the required online training and receive certification as a HUD-Certified Housing Counselor within the first year of employment.

### **How to Apply:**

Please email a resume, salary requirements and a letter explaining your interest in the position referencing **Eviction Prevention Program Coordinator** to:

Human Resources Director  
Westchester Residential Opportunities  
470 Mamaroneck Avenue, Suite 410  
White Plains, NY 10605  
Email: [payroll@wroinc.org](mailto:payroll@wroinc.org)