



## **Home Repair Coordinator (HRC)**

### **SUMMARY OF POSITION DESCRIPTION:**

The HRC is responsible for intake and outreach for the Western Reserve Area Agency on Aging HomeFix program for older adults who may need emergency repairs or home modifications.

The coordinator is the initial contact for information regarding the HomeFix program and works to educate applicants and complete the intake process to determine eligibility. The coordinator is also responsible for marketing the program with support from staff to implement and have approval of marketing fliers; and submission via social media, newsletter, and other marketing tools that benefit the promotion of the program.

### **PRINCIPLE RESPONSIBILITIES:**

1. Provides intake for prospective HomeFix program participants to determine eligibility of applicants.
2. Market HomeFix programs to households that have eligible senior citizens primarily within the Harvard Community Services Centers' Service Area.
3. Work with their supervisor to schedule construction activities with contractors and residents.
4. Respond to customer inquiries regarding program(s) and resolve any customer service issues in a professional, positive, and patient manner.
5. Attend and participate in all training and planning meetings as required.
6. Track & compile monthly reports as required by funding partners in a timely proficient manner.
7. All other duties as assigned to meet the responsibilities of this position and achieve the overall goal of the organization.

### **POSITION REQUIREMENTS:**

1. Minimum of two to five years' experience in community development, and/or nonprofit organizations.
2. High School Degree or GED required.
3. Associate degree or bachelor's Degree preferred.
4. Excellent communication skills required. Must have the ability to work with diverse partners and program applicants including senior citizens, low-income individuals/families, property owners and other disenfranchised groups.
5. Familiarity with Cleveland neighborhoods preferred.
6. Highly organized with attention to detail, ability to set priorities and meet deadlines.
7. General understanding of contemporary urban neighborhood issues and knowledgeable about the role of private nonprofit organizations in community development initiatives.

8. Applicants may be required to attend some evening/weekend meetings or events to effectively outreach to the community.
9. Applicant must be computer literate in Microsoft Office products and be willing to learn additional software programs necessary to perform position responsibilities.
10. Ability to work independently and as part of a cohort/collaborative team.
11. A valid driver's license is required.
12. A valid State of Ohio Driver's License is required.
13. Reliable transportation is required.

Salary commensurate with experience.  
Paid time off (PTO).

**To Apply:**

Interested candidates should submit a cover letter and resume to Director Elaine Gohlstin at [info.harvardcsc@gmail.com](mailto:info.harvardcsc@gmail.com) with subject line: **Home Repair Coordinator (HRC)**

**Application.**

Applications will be reviewed on a rolling basis until filled. Electronic submissions only.

**About Us:** The mission of the Harvard Community Services Center is to improve the quality of life and social functioning of residents in the Lee-Harvard, Miles, and Seville areas. We endeavor to provide a place where the community can engage in positive leisure, cultural and educational experiences that continue to uplift our community and our neighbors.

**HomeFix Program Description:** HomeFix is a program for older adults who may need emergency repairs or home modifications.

Home Repairs Provided:

- Carpentry (steps, handrails, doors, etc.)
- Electrical Systems
- Heating Systems
- Hot Water Tank
- Kitchen and Bathroom Accessibility Modifications
- Plumbing Issues
- Severely Deteriorated

**EOE**

**Statement** We are an equal employment opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status or any other characteristic protected by law.