



KRM Lexington Housing and Pre-Arrival Coordinator (full-time)

Agency Profile

KRM Lexington is a non-profit refugee and immigrant services agency, assisting newcomers who are in the process of making Lexington their new home. Founded in 1990 as a nonprofit agency, KRM is a local affiliate the national network of agencies authorized to provide resettlement services to refugees admitted to the United States through the State Department's Refugee Admissions Program. The KRM Lexington sub-office opened in 1998 and currently receives refugee arrivals from Afghanistan, Burundi, DR Congo, Iraq, and Ukraine. With clients and staff of a variety of backgrounds, KRM proudly serves all clients regardless of race, religion, ethnicity, national origin, gender, gender identity, or sexual orientation.

Housing and Pre-Arrival Coordinator's Role

The Housing and Pre-Arrival Coordinator will ensure that newly arriving refugee clients arrive to Lexington to safe, clean, affordable housing supplied with furniture, kitchen supplies, linens, groceries, and other essential household supplies needed for newcomers upon arrival. After arrival, the Coordinator will work with newcomers to navigate their housing matters, including understanding lease terms and signing leases, at-home safety and security, maintaining housing, how/where to pay rent, how to put in work orders, etc. Upon referral from case workers, the Coordinator will assist some clients with applications for subsidized housing or connect clients with other community housing resources, as needed on a case by case basis. The Coordinator will work closely with a team of staff who work intensively with newcomer clients in the initial year after US arrival; this person will report to the Case Manager who leads this team.

Essential Duties

In addition to their essential duties, all KRM Lexington staff are expected to participate in office life and office-wide efforts and initiatives from time to time, including regular staff and team meetings, working on special committees, pitching in to assist other staff during busy times or vacations, etc.

KRM has a pool of volunteers who can regularly help with some of these tasks; the housing coordinator will sometimes handle these tasks directly and will sometimes work with volunteers to ensure the work is done.

Pre-Arrival Coordination

- Rent apartments or single family homes on behalf of soon-to-arrive refugee families, ensuring that the home is ready for arrival before the scheduled arrival date. Ensure that all rented apartments/homes are in good condition, safe, affordable, responsive to any special needs for the incoming client (including disability access), and accessible to public transportation.
- Set up electric, gas, or other utilities in client's name as needed.
- For all housing for incoming arrivals (whether rented by KRM or by client's locally-based family members), conduct and document a pre-arrival check of proposed housing to ensure safety and space standards are met.
- Set up apartments, along with the KRM Donations Coordinator and KRM Volunteers, with furniture and household items, using donated items whenever possible. When donated items are not available, purchase new or gently used furniture or household items to ensure and document that all essentials are in place prior to arrival. (A supply checklist of required items will be provided).
- Shop for grocery items (supply lists will be provided) to stock the kitchen for each arriving family, or coordinate with volunteers to ensure that this happens.
- Coordinate with local relatives or community members and/or local restaurants to ensure that a culturally-appropriate hot meal is prepared and placed in the home for clients to eat upon arrival from the airport.
- When a travel notification is received, contact refugee's local relatives or U.S. ties, if applicable, to share flight arrival information and coordinate airport pickup.
- Inform client's assigned case worker of pre-arrival arrangements and hand case over to case worker for airport pickup.

Post-Arrival Housing Coordination

- Meet with clients, with an interpreter as needed, to explain/review the terms of their lease.
- Teach or inform clients how to request maintenance/work orders for their apartment/rental so that they can do so on their own after learning.
- Teach or inform clients about housing maintenance issues including smoke alarms, changing bulbs, use of kitchen appliances (if client is not familiar with some of their appliances), prevention of bedbugs, safety, where to take trash, closest laundry, and other topics.
- Teach occasional sessions of classes on housing-related topics.
- Assist clients who request help with housing issues, including helping resolve questions with landlords, advocating for clients, helping access emergency rental assistance if needed for eviction prevention, etc.
- On referral from a case worker, assist clients to apply for subsidized housing or other community housing resources.
- Be the point person for all client housing issues that may arise.

- Represent KRM on housing related issues in community forums and develop relationships with housing-related partners including other non-profits, public sector agencies, and private sector partners.

Abilities and Skills Needed

- Outstanding communication skills to ensure clear, shared information with team members, volunteers, clients, landlords, and other partners.
- Computer skills including ability to learn new software and databases
- Ability to keep organized, well-documented, clear records of all services provided including case notes, forms, spreadsheets, etc.
- Teamwork skills, flexibility and willingness to help team members and to work collaboratively
- Experience working with people of diverse nationalities, religions, languages, experiences and cultures. Language skills are highly valued at KRM, though not mandatory.
- Ability to learn and explain our program to potential landlords or property managers, to advocate for them to rent to clients to have not yet arrived in the United States
- Strong interpersonal skills, comfort in speaking with people, and the ability to troubleshoot or manage problems that arise
- Commitment to diversity and social justice

Additional Job Information

This job is full-time and offers medical/dental/vision/life insurance, paid vacation/holidays/sick and personal days, and paid parental leave. Position is based in Lexington, KY with some travel to nearby counties. Must have valid driver's license. Duties will be conducted primarily during normal business hours, but some evenings or weekends may be required depending on airport arrival schedules.

During COVID, a majority of the work hours will be remote. But limited essential in-office and off-site work conducted under observance of COVID precautions is required.

To Apply

Send a current resume and cover letter by email to KRM Lexington Director Mary Cobb at mcobb@krmllex.org by 5pm December 7. Please put "Housing Coordinator" in the subject line.