

## **Apply Here:**

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## **Homeowner Support Coordinator**

### **About Rebuilding Together Nashville**

Rebuilding Together Nashville (RTN) is a nonprofit organization whose mission is repairing homes, revitalizing communities, and rebuilding lives. RTN staff members work collaboratively as a team to preserve affordable housing opportunities in our community by utilizing trades professionals and volunteers to address critical health and safety hazards present in the homes of income eligible homeowners. RTN serves approximately 65 homeowners per year. The repairs we perform are done at no cost to the homeowner and are guided by evidence-based safety priorities.

### **Position Summary**

The Homeowner Support Coordinator works one-on-one with the homeowners RTN serves, connecting them to the resources and services they need to stay safe and stable in their homes. RTN's work often surfaces needs that go beyond home repair. A homeowner may lack food, be struggling with utility bills, or be navigating mental-health challenges, and this role is the person who meets homeowners where they are and helps connect them to the right support.

This is a relationship-first role for someone who builds trust easily and works with genuine warmth and patience, particularly with older adults and with individuals facing circumstances that are often stigmatized. The Coordinator connects homeowners to community resources and services (rather than providing clinical case management directly), organizes educational workshops and classes, and supports homeowners participating in RTN's new property-standards program with the City's codes department. This role also serves as RTN's point person for a community-health partnership with Vanderbilt University, coordinating the students who help develop and deliver these programs. The Homeowner Support Coordinator reports to the Director of Programs.

### **Classification & Reporting**

- **Reports to:** Director of Programs

- **Direct Reports:** None
- **Classification:** Full-time, Exempt
- **FLSA Status:** Exempt

## What You'll Do

- **Homeowner Support & Resource Navigation.** Work one-on-one with homeowners to understand their needs and connect them to community resources and services including food assistance, utility and financial support, and mental-health resources, taking a holistic view of each homeowner's situation.
- **Build trusting relationships with homeowners,** including older adults and those facing stigmatized or sensitive circumstances, and support homeowners participating in RTN's property-standards program with the City's codes department.
- **Education & Workshops.** Organize and coordinate educational classes and workshops for homeowners, drawing on community relationships and partnerships to deliver programming that meets real needs.
- **Community Health Partnership & Student Coordination.** Serve as RTN's point person for the Vanderbilt University community-health partnership, coordinating and supporting the students who help develop and deliver programs and activities.

## What We're Looking For

- 1-2+ years of experience in social work, community health, human services, or a related field
- Demonstrated ability to build trust and communicate effectively with a community diverse across ages and cultures with warmth, patience, and cultural sensitivity
- Excellent interpersonal skills and comfort working with individuals facing sensitive circumstances
- Familiarity with local community resources and service providers, or the ability to build that knowledge quickly
- Ability to work independently in the field and in homeowners' homes
- Excellent verbal and written communication skills
- Valid driver's license and reliable transportation for daily travel to homeowners and community sites
- Alignment with RTN's mission and values of Optimism, Relationships, Trust, and Shared Decision Making

## Physical Requirements & Work Environment

- 37.5 hours per week
- Occasional remote work supported for specific tasks
- Standard office environment with computer, telephone, and related equipment
- Ability to lift/carry up to 25 lbs for office supplies, event materials, or occasional site support
- Reliable and independent transportation between office and community sites

## Compensation & Benefits

Annual salary range \$50,000-\$54,000, commensurate with experience. Comprehensive benefits package including health insurance, short and long-term disability, generous PTO, professional development opportunities, and participation in organizational retirement plan.

## Process

- **Application review:** We review applications on a rolling basis.
- **Screening interview:** A 20-minute video call to get to know you better.
- **Work exercise:** A 90-minute take-home exercise that simulates real-life scenarios you'd be facing in the role.
- **Final interview**
- **Reference Check + Offer**

*RTN is an Equal Employment Opportunity and Affirmative Action employer. We do not discriminate based on race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, disability, age, or any other characteristic protected by law. We are dedicated to providing a workplace free from discrimination and harassment.*