



## Engagement & Retention Coordinator Job Description

### About Us

Star House exists to lift young people out of homelessness and into a community of hope. Founded in 2006, Star House operates our nation's only 24/7/365 drop-in center for teens and young adults experiencing homelessness that offers immediate access to safety and hosts continuous best practice research for effective service. Along with the Finance Fund and Columbus Metropolitan Housing Authority, Star House operates the only housing village of its kind in Central Ohio for young people who are exiting homelessness. The organization met the unique needs of 1,457 individual young people in 2023, successfully connecting them with housing, jobs, education, health care, therapy, and a range of community resources.

Star House's mission is to do whatever it takes to support young people as they exit homelessness and thrive in a community of hope. Our vision is to replicate our evidence-based model of service for youth nationally and globally, based on the demand for our services in other communities.

We are seeking a Engagement & Retention Coordinator who believes in our mission; embodies our values of unconditional love, doing whatever it takes as long as it takes and creating innovative solutions; and who can help us achieve our vision with development expertise.

### Job Description

<b>Title:</b> Engagement & Retention Coordinator	
<b>Work Location:</b> Carol Stewart Village, 1567 West Broad Street, Columbus, OH 43222	
<b>Reports To:</b> Housing & Engagement Manager	
<input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input type="checkbox"/> Exempt, Salary <input checked="" type="checkbox"/> Non-Exempt, Hourly
<b>Position Summary:</b> With intrinsic passion for the mission and vision of Star House, the Engagement & Retention Coordinator will report directly to the Housing & Engagement Manager. This role provides support in a variety of functions to the Housing & Engagement Manager that are focused on improving community engagement, housing retention and Carol Stewart Village processes.	
<b>Responsibilities and Essential Functions:</b> The following duties are representative of performance expectations; however, the list below is not ranked in order of importance.	

- Plays a lead role in the resident experience from move-in to their time of leaving Carol Stewart Village
- Responsible for helping to implement and launch community events
- Responds to matters effectively and with urgency, including crisis intervention
- Collaborates with property management and the Housing & Engagement team for new move-ins, grievances/complaints and eviction prevention
- Completes welcome packet, good neighbor covenant and other required documents with new residents on their move-in date in collaboration with the Housing Coordinator
- Ability to produce required reports and data as needed
- Implements eviction prevention programming, skills and workshops with Housing & Engagement Manager and Housing Resource Specialist
- Mediates issues that arise among residents as needed with Housing Resource Specialist
- Assists with making sure youth aging out of Carol Stewart Village are prepared for their next steps
- Monitors onsite resource facilities including food pantry and laundry room
- Serves as a liaison to onsite and offsite resources to residents
- Administers onsite surveys to capture residents' additional needs for internal and external resources
- Performs other specific job-related duties as assigned by the Housing & Engagement Manager or their designee

"Job performance is evaluated according to the policy provisions of Star House and the Educational Service Center of Central Ohio-Council of Governments."

**Minimum Qualifications:**

- Bachelor's degree in social work, public administration, or another related field preferred
- 2+ years of experience working directly with youth experiencing homelessness in a trauma informed environment
- Knowledge of trauma-informed care and positive youth development
- Preferred experience working with housing or housing retention
- Documentation of a clear criminal record in compliance with state statute
- Complies with drug-free workplace rules and Star House and ESC-Council of Governments policies

*Note:* This assignment may require a valid driver's license and access/availability of a reliable vehicle.

*Star House is committed to equal opportunity employment, regardless of race, color, religion, age, sex, sexual orientation, gender identity and expression, socio economic status, national origin, veteran or disability status. In order to further Star House's mission, achieve our vision and live out our values, drawing from the collective wisdom of a diverse group of individuals is essential. With diverse minds influencing our work and decisions, we can go further for the young people we serve, ensuring that our continued programming and the solutions developed along the way are influenced by the best minds.*