

Housing & Homelessness Case Coordinator

Salary: \$41,547- \$44,972

Type: Fulltime

Benefits: Full Benefits

Date Posted: 11/10/2025

About HCDD

The Housing and Community Development Department is made up of three different departments: Code Enforcement, Neighborhood Relations, and Housing First. These functions of HCDD are all supported by and work closely with the Community Development Grants and Finance segments of the City to achieve a better Salisbury for today and the future to come.

Profile

The Housing & Homelessness Case Coordinator supports residents of the City's Tiny Home transitional housing program for individuals experiencing homelessness. This position focuses on helping residents stabilize, increase income, and transition to permanent housing within a two-year program period. The coordinator works directly with all residents to provide individualized support, resource navigation, and housing placement assistance.

Education

- A bachelor's degree in human services or a similar field is preferred.

Experience

- At least one year of work experience in the human services field is required. A bachelor's degree in any field with equivalent training, education, and/or experience may be considered.
- Experience working independently and strong interpersonal skills are critical to this position.
- Experience with direct interactions with persons experiencing homelessness, mental illness, and/or substance use disorders.

Requirements/Certifications

- Completion of Mental Health First Aid is required; if not already completed, the applicant must do so at the next available training.
- Valid Driver's License.

How to Apply

1 Visit salisbury.md/apply

2 Submit City application, cover letter, and resume

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they can perform every job description task. We are most interested in finding the best candidate for the job, and that candidate may come from a less traditional background. The City may consider an equivalent combination of knowledge, skills, education, and experience to meet minimum qualifications. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role. Jobs will be posted for a minimum of 2 weeks.

Classification Title: Housing & Homelessness Case Coordinator

Grade: 4

Department: Housing and Community Development

FLSA Status: NE

Date: 11/3/2025

Position Profile: The Housing & Homelessness Case Coordinator supports residents of the City's Tiny Home transitional housing program for individuals experiencing homelessness. This position focuses on helping residents stabilize, increase income, and transition to permanent housing within a two-year program period. The coordinator works directly with all residents to provide individualized support, resource navigation, and housing placement assistance.

Duties and Responsibilities

Administrative Management: Holds self-accountable for assigned responsibilities; sees tasks through to completion in a timely manner.

- Conduct intake assessments and develop individualized service plans for each resident.
- Maintain accurate and timely records in the Homeless Management Information System (HMIS).
- Maintain case reports and case management documentation on the City's designated software platform.
- Track resident progress, service utilization, and housing outcomes.
- Prepare reports and contribute to program evaluation and improvement.

Skills Proficiency / Strategic Planning: Skillful in use of tools, hardware, software, and equipment.

- Assist residents in obtaining income through employment, public benefits, or other sources.
- Guide residents through securing permanent housing, including applications, documentation, and landlord engagement.
- Connect residents to community-based services including healthcare, behavioral health, and employment training programs.
- Assist residents in acquiring necessary documentation such as state IDs, Social Security cards, and birth certificates.
- Coordinate with internal City departments to support resident needs.

Leadership / Team Leader: Act as a role model and peer leader among teammates and colleagues.

- Represent the City of Salisbury professionally in interactions with residents and service providers.
- Demonstrate initiative and problem-solving in addressing resident needs and program challenges.
- Maintain effective working relationships with colleagues and community partners.

Stewardship / Financial: Safeguards equipment, supplies and materials.

- Support residents in budgeting and financial planning for their housing stability goals.
- Ensure responsible use of City resources and compliance with program guidelines.

Development / Leadership Development: Participate in opportunities to earn or maintain professional credentials and certifications.

- Participate in required training, including Mental Health First Aid.
- Stay informed about best practices in transitional housing and supportive services.
- Contribute to the continuous improvement of the Anne Street Village program.

Performance Expectations

- **Communication:** Articulates thoughts and ideas clearly and effectively to exchange information. Listen to others and provide helpful feedback.
- **Work Ethic:** Demonstrates personal accountability, effective work habits, integrity, and ethical behavior.
- **Teamwork:** Works well as part of a team through respectful and collaborative relationships with colleagues, customers, affiliates, and stakeholder groups.
- **Problem Solving:** Improves, designs, refines, finds, and invents criteria to combine to resolve problems. This combines creative and critical thinking.
- **Initiative:** Takes charge before others do and/or without being instructed.

Education and Experience

- A bachelor's degree in human services or a similar field is preferred.
- At least one year of work experience in the human services field is required. A bachelor's degree in any field with equivalent training, education, and/or experience may be considered.
- Completion of Mental Health First Aid is required; if not already completed, the applicant must do so at the next available training.
- Experience working independently and strong interpersonal skills are critical to this position.
- Valid Driver's License.

Preferred Experience

- Experience with direct interactions with persons experiencing homelessness, mental illness, and/or substance use disorders.
- Experience working independently and strong interpersonal skills
- Experience utilizing the Homeless Management Information System (HMIS);

Physical Requirements

- Ability to move and lift furniture and household goods.
- Work environment involves everyday risks or discomforts which require standard safety precautions typical of such places as offices or meeting and training rooms, e.g., use of safe workplace practices with office equipment, avoidance of trips and falls, and observance of fire

and building safety regulations and building safety regulations.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodation may be provided to enable qualified individuals with disabilities to perform the essential functions of this job.