

## UCHC Position Description

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**POSITION TITLE:** Housing Stability Intake & Rent Escrow Coordinator

**FLSA STATUS:** Non-Exempt - Full-time

**DEPARTMENT:** Housing Stability

**REPORTS TO:** Director of Housing Stability

**PREPARED:** 09/2026

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**Position Overview:** The Housing Stability Intake & Rent Escrow Coordinator serves as an initial point of contact for tenants seeking housing stability and rent escrow assistance, with most intakes completed by phone. The Coordinator screens inquiries, documents tenant needs, provides information and guidance, and connects tenants with appropriate services. The position also oversees a compliant, tenant-focused rent withholding and escrow program by tracking funds, supporting tenants, coordinating with landlords, legal services, and case management teams, and helping ensure necessary repairs are completed in a timely manner. Through these responsibilities, the Coordinator supports eviction prevention and safe, stable housing for tenants.

### Essential Duties and Responsibilities:

#### Housing Stability Intake & Phone Support:

- Monitor and respond to the Housing Stability and Renter's Escrow phone lines.
- Complete most initial intakes by phone, while accommodating other intake methods as needed.
- Screen callers, document inquiries and tenant needs, and provide initial information and support.
- Route tenants to the appropriate staff or services and support timely follow-up.

#### Rent Withholding & Payment Tracking:

- Monitor and manage withheld rent payments from tenants.
- Ensure accurate and timely tracking of all payments in escrow accounts until repairs are completed.
- Ensure funds are disbursed to landlords upon verified completion of repairs.

#### Tenant Education & Support:

- Provide tenants with resources and guidance on their rights, responsibilities, and the rent withholding process.
- Offer ongoing support to tenants facing housing instability or legal conflicts.

#### Escrow Fund Disbursement:

- Ensure proper management of escrow funds and handle the disbursement process, ensuring that payments are released only after verifying completed repairs.
- Manage situations where escrow funds are withheld due to landlord non-compliance.

Repair Verification & Tracking:

- Monitor and verify the completion of necessary repairs, either by coordinating with the tenant or engaging third-party inspectors.

Case Management Support:

- Provide case management services to guide tenants through the process and ensure compliance by all parties involved.
- Maintain regular communication with tenants to ensure their continued housing stability and progress toward resolution.

Coordination with Legal Services:

- Work closely with Legal Services to provide tenants with guidance regarding rent withholding, repair disputes, and eviction prevention.

Internal Referrals (Housing Stability):

- Refer tenants to additional Housing Stability services such as financial assistance or long-term case management to help ensure housing stability.

Monitoring & Reporting:

- Maintain detailed records of rent withholding, escrow fund management, and communication with both tenants and landlords.
- Report program outcomes, including successful repairs, tenant retention, and any unresolved cases.

Perform other duties as assigned by the Executive Director, Chief Operating Officer, or the Director of Housing Stability to support departmental and organizational goals.

Qualifications:

- Ability to be self-motivated and to work independently.
- Excellent interpersonal, verbal, and written communication skills.
- Ability to relate to people from a variety of racial, ethnic and socio-economic backgrounds and lifestyles.
- Strong computer skills; must be proficient in Word, Excel, Outlook, Justice Server.