



## **Housing Assistant (Temporary – Entry Level)**

**Reports to:** Housing and Resident Services, Director

**Organization:** Nos Quedamos / We Stay

**Location:** South Bronx (Hybrid / Community-Based)\*

**FLSA Status:** Non-Exempt, Temporary

**Hourly Rate:** \$22 hour (Range of hours: 30 - 40 hrs)

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### **Position Overview**

The Housing Assistant is a temporary entry-level position working directly under the Housing Director to support Nos Quedamos' housing stabilization, asset management, and advocacy efforts. This role is central to day-to-day housing program operations and resident support across approximately 450 units, and is often the first point of contact for residents, applicants, and program participants.

The Housing Assistant provides direct services to residents and applicants, supports housing-related applications and compliance, assists with resident engagement and organizing, and ensures accurate documentation and reporting. This position is ideal for someone early in their career who is community-centered, highly organized, and committed to housing justice in the South Bronx.

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### **Core Responsibilities & Workflow**

Core responsibilities and a clear, resident-centered workflow focused on **intake** → **stabilization support** → **coordination** → **documentation** → **follow-up**. Responsibilities are grouped below to reflect how the work happens day to day.

#### **1. Resident Intake & Housing Stabilization Support**

- Serve as a primary point of contact for residents and applicants seeking housing-related assistance
- Conduct intakes, housing assessments, and resident one-on-one meetings
- Assist residents with completing housing-related forms and applications
- Verify documentation related to income, assets, background, and eligibility
- Support lease renewals, recertifications, housing voucher applications, and compliance paperwork



- Monitor and document resident progress toward housing stabilization goals

## **2. Tenant Relations & Property Coordination**

- Respond to tenant inquiries, concerns, and complaints related to housing
- Assist with scheduling and tracking maintenance requests and repairs
- Support the implementation of housing policies and procedures
- Interface regularly with building and property management teams

## **3. Resident Engagement, Outreach & Advocacy**

- Support resident engagement and organizing across approximately 450 units
- Assist with outreach, food distributions, community events, and workshops
- Promote upcoming programs, trainings, and events to residents
- Support the establishment and ongoing coordination of a Resident Advisory Committee
- Contribute to resident communications, including newsletters and event reminders

## **4. Administrative, Data & Reporting Support**

- Answer phones, field incoming calls, and route issues to the appropriate housing team member
- Schedule resident appointments and provide follow-up
- Create, update, and maintain accurate client and tenant files
- Enter data into internal databases and tracking systems
- Document all resident interactions and services provided
- Assist with reports and documentation for management, funders, and compliance

## **5. Resource Coordination & Financial Empowerment Support**

- Connect residents to external resources, including financial assistance and social services
- Assist with financial empowerment referrals and programming as needed
- Coordinate with service providers and partners to support resident needs

## **6. Organizational Support**

- Clearly articulate the mission, values, and objectives of Nos Quedamos to residents and partners
- Provide general support to visitors and program clients
- Meet position-specific performance and grant deliverable goals
- Perform other related duties as assigned



## Qualifications & Skills

### Required:

- Commitment to housing justice, community preservation, and resident-centered work
- Strong organizational skills and attention to detail
- Ability to manage multiple tasks and meet deadlines
- Strong verbal and written communication skills with diverse populations
- Problem-solving skills, including the ability to address tenant issues and help resolve conflicts
- Comfort handling sensitive information with discretion and professionalism
- Basic proficiency with databases, spreadsheets, and Google Workspace tools

### Preferred:

- Entry-level experience (0–2 years) in housing, social services, community development, or nonprofit administration
- Experience assisting clients with applications, eligibility verification, or intake processes
- Familiarity with affordable housing, tenant rights, or housing stabilization programs
- Spanish language proficiency
- Lived experience or strong ties to the South Bronx community

## Core Competencies

- Resident-centered and community-driven approach
- Reliability, follow-through, and accountability
- Cultural humility and respect for lived experience
- Strong interpersonal and communication skills
- Adaptability in a fast-paced, community-based environment

## Why Join Nos Quedamos

Nos Quedamos is a women-led, community-based organization with a decades-long legacy of fighting displacement and advancing resident-led planning in the South Bronx.



This role offers hands-on experience in housing stabilization, asset management, resident engagement, and advocacy—while contributing directly to the preservation of affordable housing and community power.

This is a **temporary position**, with the **potential for extension** based on strong performance, organizational needs, and funding availability.

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Must be able to work Monday-Friday. Must be able to work in person at our Bronx Headquarters with a flexible schedule that includes evenings, weekends and travel. \*The hybrid work schedule is subject to change based on organizational needs.

*WS/NQ is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, gender expression, national origin, protected veteran status, or any other basis protected by applicable law, and will not be discriminated against on the basis of disability. We are looking for the most passionate people who want to join our team.*