



UNITED WAY

Missoula County

Housing Solutions Fund Coordinator Position Description

Position summary:

The Housing Solutions Fund (“HSF”) Coordinator is responsible for overseeing the daily operations and strategic implementation of the HSF, a flexible financial assistance fund designed to eliminate barriers to temporary or permanent housing. The HSF supports creative, person-centered solutions to help individuals and families secure safe and stable housing. This position requires strong attention to detail, financial accuracy, and a deep alignment with the values of equity, dignity, and responsiveness that define both United Way of Missoula County and the HSF.

The HSF Coordinator reports directly to the Director of Impact and works closely with referral partners in the Missoula Coordinated Entry System (MCES), case managers, and community stakeholders to ensure timely and appropriate distribution of funds, adherence to guidelines, and accurate data collection and reporting.

Position Status:

This is “non-exempt” position, meaning that it is covered by the overtime pay requirements of the Fair Labor Standards Act (FLSA) and Montana Wage and Hour Laws.

Supervision Received:

Works under the supervision of, and in partnership with, the Director of Impact.

History and Purpose:

Launched in 2021, the Housing Solutions Fund is a key strategy of *Reaching Home: Missoula’s Plan to End Homelessness*, a blueprint designed to create systems that make homelessness rare, brief, and one-time-only. Managed by United Way of Missoula County, the HSF provides flexible financial assistance to help individuals and families overcome barriers to stable housing. The fund is integrated into the Missoula Coordinated Entry System and aligns with national best practices in “housing first” and homelessness prevention. This position ensures the effective

administration, impact, and integrity of the fund through strong program management, collaboration, and data-driven oversight.

Essential Duties

- **Program Implementation & Fund Administration**
 - Coordinate Housing Solution Fund operations, including reviewing referrals, verifying completeness or required information, determining eligibility, resolving unique or complex request, and providing recommendations or referrals to alternative resources when applicants are denied.
 - Ensure appropriate and timely processing of financial disbursements in accordance with HSF guidelines.
 - Maintain comprehensive knowledge of HSF policies, procedures, and allowable uses.
- **Financial Oversight**
 - Track budgets and expenditures across multiple funding sources.
 - Ensure timely processing of checks, invoices, and payments with precision and accuracy.
 - Maintain accurate financial records and support budget reporting.
- **Partnership & Collaboration**
 - Provide responsive and thoughtful technical assistance to community partners using the HSF.
 - Serve as a point of contact within the MCES network to support appropriate referrals and communicate eligible uses of funds.
 - As schedule allows, participate in key MCES spaces such as the Oversight Committee and Prevention Subcommittee to share updates and gather feedback. (Estimated 2–3 hours/month.)
- **Creative Problem Solving**
 - Apply a flexible, creative approach to problem solving within the scope of HSF's values.
 - Exercise good judgment in coordinating with UWMC staff and external stakeholders for approvals on large or unique funding requests.
- **Data Management & Reporting**
 - Use the Homeless Management Information System (HMIS) and other affiliated tracking systems to track and manage referrals, eligibility, and service coordination.
 - Collect and analyze demographic and outcome data in collaboration with the Director of Impact to support reporting and evaluation efforts.
- **Community Engagement**
 - Maintain strong relationships with referral agencies and community partners.
 - Gather insights from partners and fund users to improve implementation and ensure alignment with community needs.
 - Support awareness and understanding of the HSF within the provider network and among funders and stakeholders.

Knowledge, Skills, and Abilities

- Proven ability to work with individuals and families experiencing housing instability or homelessness.
- Demonstrated ability to build and sustain productive relationships with frontline caseworkers, social workers, volunteer advocates, landlords, and property managers.

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- Strong understanding of human services systems and social determinants of housing.
- Excellent organizational and time management skills; ability to manage multiple priorities and deadlines.
- Financial acuity and attention to detail in managing and tracking funds.
- Competency with Microsoft Office 365 and ability to quickly learn new systems (e.g., HMIS and MCES).
- Strong written and verbal communication skills, with the ability to convey information clearly and compassionately.
- Ability to work both collaboratively and independently, with minimal supervision.
- Commitment to trauma-informed, equitable, and person-centered practices.
- Ability to remain calm and solution-focused when working with distressed clients or navigating conflict.
- Critical thinking and analytical skills to assess situations and implement effective resolutions.

Preferred Qualifications

- At least two years' experience working in housing, homelessness services, or related social services fields.
- Familiarity with Coordinated Entry Systems, Homeless Management Information Systems (HMIS), or similar case management/referral databases.
- Experience with nonprofit finance, grants, or public funding a plus.

Schedule & Compensation

This is a part-time hourly position (approximately 20–25 hours/week), with some flexibility in scheduling. Occasional attendance at community meetings or virtual check-ins may occur outside standard business hours. Compensation: \$25/hr. to start.

Working relationships

United Way of Missoula County employees work closely with fellow staff members and with volunteers; they are expected to maintain a positive, professional work atmosphere through communicating and behaving at all times in a manner that is courteous and respectful to fellow staff, board members, clients, donors, volunteers, other organizations, the media, the public and all others.

Physical Requirements

While performing the duties of this job the employee is regularly required to walk, sit, bend, stoop, use hands to finger, handle or feel objects, papers and related office machines; reach with the hands and arms; talk; and hear. The employee must be able to lift and/or move up to 20 pounds on a regular basis. Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus. Must be able to work extended hours when required or requested by management. Must be capable of regular, reliable and timely attendance.

Working Conditions

The work environment consists of working primarily indoors, working with and around others. The noise level in the work environment is usually moderate. Employee must possess a

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valid driver's license and be able to drive frequently within the Missoula area, with occasional travel to other areas.

Other

This position may require out-of-state travel for training purposes.

To apply

Cover letter and resume to Eric Legvold, Director of Impact: eric@missoulaunitedway.org. We are not able to answer telephone inquiries about this position. This position is open till filled.

About United Way of Missoula County:

OUR MISSION

United Way of Missoula County builds a better community for all, especially in the areas of youth opportunity, financial stability, health, and community resilience.

We collaborate with diverse community partners to identify important social issues and bring together resources to address them.

We give donors a trusted way to support critical services for vulnerable people, and we make sure that donations are invested wisely and well.

For nearly 95 years, United Way of Missoula County (UWMC) has served as one of the county's leading health and human service organizations. Our mission is to harness the caring power of community to improve conditions in youth opportunity, financial stability, health, and community resilience. Our United Way serves as a convener, leader, collaborator, champion, backbone organization and/or creator of broad, community-wide initiatives that find, implement, and evaluate solutions to pressing challenges in our focus areas. In partnership with the business, philanthropy, and faith communities; nonprofit organizations; the K-12 and university systems; government; and healthcare organizations, United Way-led programs and initiatives are working to improve family health and decrease childhood obesity, reduce suicide, start children on the path to lifelong learning, improve health equity, end homelessness, improve outcomes for children 0-5, and help our community prepare for and recover from catastrophes such as wildfire and floods. A complete list of programs may be found at www.MissoulaUnitedWay.org.

UWMC raises approximately \$1.5 million in public and private sources annually. Although funds raised in Missoula are invested locally, and we operate with substantial autonomy, UWMC is one of 1,800 community-based affiliates of United Way Worldwide, the nation's largest privately supported nonprofit organization. With collective revenues of \$4 billion, and a substantive presence in 45 countries, United Way Worldwide sets rigorous membership criteria and aspirational standards of excellence for its local affiliates. United Way Worldwide also provides its members with access to significant funds, training and networking opportunities, and award-winning branded materials and programs. Annually, all United Ways certify their adherence to high standards and comprehensive requirements in the areas of financial reporting, governance, ethics, diversity and equity, and operations.

At UWMC, we hold ourselves accountable to these criteria and standards through our steadfast commitment to achieving measurable results in our focus areas. In partnership with diverse partners throughout our community, we strive to exemplify excellence as we work to build a better, stronger, healthier Missoula for all.

We acknowledge with gratitude that we live and work on the traditional and current homelands of the Séliš (Bitterroot Salish), Ktunaxa (Kootenai), and Q'íispé (Kalispell), along with the Siksikaitsitapi (Blackfoot Confederacy), Nimípuu (Nez Perce) and other tribal nations.