

In the spirit of collaboration, excellence, and innovation, we at Linc housing are committed to building and preserving housing that is affordable, environmentally sustainable and a catalyst for community improvement. Our team works hard to address California's homelessness crisis by building supportive housing and addressing the affordable housing needs of California's diverse population.

We are proud of and inspired by our mission to build communities and strengthen neighborhoods for people underserved by the marketplace. Our feats could not have been achieved without the resilience and drive for excellence put forth by our team. If you are interested in joining a team of dedicated, caring, and talented individuals inspired to make change, you have found the right place.

**POSITION TITLE:** Incident Response Coordinator

**FLSA STATUS:** Exempt

**EFFECTIVE DATE:** March 2024

Preferred Hiring Range: \$66,560 to \$76,198

Full Pay Range: \$66,560 to \$87,628

Hiring rates are determined by skills, knowledge, experience, and internal equity.

### **POSITION SUMMARY**

Reporting directly to the Senior Vice President, the Incident Response Coordinator holds a pivotal position in managing and mitigating incidents and crises within our properties and the local community while upholding the needs and safety of the resident population. Their primary focus is on swiftly resolving incidents while ensuring timely communication with all relevant parties.

Acting as a central point of contact among departments, stakeholders, and external collaborators, the Coordinator assists the Senior Vice President in orchestrating collaborative responses during critical situations. Central to their role is conducting thorough investigations into incidents and crises to identify underlying causes while maintaining strict confidentiality.

The Incident Response Coordinator is also tasked with providing training sessions and facilitating post-event analyses to drive continuous improvement initiatives as needed.

### **ESSENTIAL FUNCTIONS**

#### **Incident Management:**

- Lead and coordinate responses to incidents, emergencies, or crises in collaboration with relevant internal teams, such as Asset Management, HR, Services, or Housing Development.
- Develop and implement incident response plans customized to address the specific challenges encountered within our resident population.
- Serve as the main point of contact for all communications pertaining to the incident, ensuring prompt and efficient resolution.

#### **Communication and Liaison**

- Collaborates with leadership to organize and facilitate property or neighborhood meetings.
- Conducts interviews with affected parties to gather pertinent information
- Establishes and maintain effective communication channels with internal teams, external partners, and relevant authorities.
- Provides timely updates, instructions, and resolutions to stakeholders throughout the duration of incidents.

#### **Collaboration and Coordination:**

- Collaborate with cross-functional teams to mobilize necessary resources and expertise during incidents.
- Coordinate activities to ensure a unified and efficient response to crises.
- Develop relationships with crisis response agencies, police, and fire.
- Facilitate regular meetings and briefings to keep all stakeholders informed and aligned.
- Participate in Collaborative meetings at high-risk communities.

#### **Documentation and Reporting:**

- Develop and implement protocol and policy for incident response.
- Maintain detailed documentation of incident response activities, including timelines, actions taken, and outcomes.
- Prepare comprehensive incident reports, ensuring confidentiality, for post-event analysis and improvement.
- Provide monthly written summaries of incidents and their resolutions to internal stakeholders.
- Create an annual report detailing the progress made each year and the lessons learned, tailored for funding and grant opportunities in the future.

#### **Training and Preparedness:**

- Conduct training sessions to address the unique needs of our resident population.
- Provide staff training on incident report writing, response, and follow-up.
- Identify areas for improvement and implement enhancements to the incident response framework.

#### **Risk Assessment and Mitigation:**

- Perform targeted risk assessments tailored to the unique challenges associated with housing vulnerable populations.
- Collaborate with relevant departments to implement proactive measures to prevent incidents.

#### **Continuous Improvement and Root Cause Analysis:**

- Conduct in-depth incident investigations to identify the fundamental root cause of the incident or crisis.
- Document incidents in a manner that facilitates trend identification, enabling proactive measures to be taken.
- Facilitate debrief discussions to extract lessons learned and pinpoint new actions for implementation.
- Apply insights garnered from incident investigations to inform and improve organization-wide crisis prevention initiatives.

### **KNOWLEDGE, SKILLS & ABILITIES**

- Strong ability to de-escalate situations, recognizing the unique needs of our resident population.
- Leadership skills to take charge during crises, make timely decisions, and guide teams toward resolution while maintaining composure under pressure.
- Knowledge of different training methods suitable for diverse backgrounds.
- Excellent problem-solving skills and attention to detail.
- Ability to work independently and collaboratively in a team environment.
- Strong communication and interpersonal skills.
- Knowledge of Fair Housing regulations.

### **EDUCATION & EXPERIENCE REQUIREMENTS**

- Bachelor's degree in a relevant field (e.g., Emergency Management, Social Work, Crisis Intervention) or equivalent combination of education and experience.
- Four (4) years' experience in incident management preferably within the housing development or property management industries.
- Familiarity with relevant Fair Housing regulations and best practices in incident response, particularly concerning vulnerable populations.

### **PHSICAL DEMANDS/WORKING CONDITIONS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Physical ability to lift, carry, and move objects up to 10 pounds with or without assistance of others or equipment.
- Travel to properties required.
- Involves regular walking, standing, bending, and reaching.
- Work is both indoors and outdoors, adapting to different temperature and weather conditions as needed.

**The statements contained in this position description reflect general details as necessary to describe the primary functions of this position, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the workload.**