



Job Title: Client Advocacy Coordinator
Reports to: Executive Director
Status: Full-time, Exempt
Salary: \$41,600 annually – plus benefits package
Location: Kalamazoo, MI (In-Person)

About FHCSWM

The Fair Housing Center of Southwest Michigan (FHCSWM) is a nonprofit fair housing organization with a mission to eliminate all forms of housing discrimination through fair housing education, enforcement, and advocacy of fair housing law. We work to ensure individuals and families have equal access to housing and are protected from unlawful discrimination in rental, sales, lending, insurance, and housing-related services. FHCSWM advances this mission through education, testing, investigation, and enforcement in partnership with community organizations, housing providers, and government agencies across Southwest Michigan, serving Allegan, Barry, Berrien, Branch, Calhoun, Cass, Kalamazoo, St. Joseph, and Van Buren Counties.

Position Overview

The Client Advocacy Coordinator serves as the primary point of contact for individuals seeking assistance from the Fair Housing Center of Southwest Michigan (FHCSWM). This position oversees the organization's client intake, communication, referral, and advocacy support processes, ensuring that individuals receive timely, professional, and compassionate assistance throughout their engagement with the organization.

The Client Advocacy Coordinator manages a high-volume client pipeline from initial inquiry through referral, advocacy, investigation, resolution, or case closure. Working closely with FHCSWM staff, community partners, and housing providers, this position helps clients navigate housing-related concerns, coordinates advocacy efforts, facilitates access to resources, and maintains ongoing communication throughout the process.

Primary Responsibilities

Client Advocacy and Case Coordination

- Serve as the primary point of contact for individuals seeking assistance from FHCSWM.
- Conduct intake interviews and assess housing-related concerns to determine appropriate next steps, including referrals, advocacy, education, or enforcement review.
- Manage a high-volume client pipeline from initial inquiry through closure, ensuring timely follow-up, communication, and service delivery.
- Maintain regular communication with clients regarding case status, advocacy efforts, available resources, and next steps.
- Build supportive and professional relationships with clients while maintaining appropriate boundaries.
- Coordinate referrals and facilitate communication among clients, housing providers, service providers, attorneys, government agencies, community partners, and FHCSWM staff.
- Coordinate reasonable accommodation and reasonable modification requests in collaboration with the Director of Legal Advocacy & Enforcement.
- Draft correspondence and assist with gathering information and supporting documentation related to advocacy efforts.
- Exercise independent judgment in assessing client needs, determining appropriate next steps, and coordinating advocacy and referral strategies.
- Make day-to-day operational decisions regarding client workflow, client communications, and resource navigation within established organizational policies.



Client Pipeline Management and Organizational Support

- Maintain accurate and timely records within FHCSWM's client management systems and databases.
- Document client communications, advocacy activities, referrals, and outcomes while ensuring confidentiality and data security.
- Monitor case progress, identify matters requiring follow-up, and recommend improvements to client engagement and case management processes.
- Prepare reports and maintain documentation required for grants, contracts, program evaluation, and organizational reporting.
- Represent FHCSWM professionally in interactions with clients, community partners, and stakeholders.
- Participate in outreach activities, educational events, trainings, and other organizational initiatives as assigned.
- Perform other duties as assigned in support of FHCSWM's mission, programs, and organizational operations.

Qualifications

- Bachelor's degree required in Social Work, Human Services, Psychology, Sociology, Public Administration, Nonprofit Management, Criminal Justice, Political Science, or a related field.
- Minimum of one year of professional experience providing direct client, customer, or community-facing services required. Experience in advocacy, case management, housing, nonprofit programs, social services, civil rights, or related fields preferred.
- Strong interpersonal, written, and verbal communication skills, with the ability to build rapport and communicate effectively with individuals from diverse backgrounds and life experiences.
- Demonstrated ability to manage multiple priorities, maintain accurate records, meet deadlines, and exercise sound judgment in sensitive situations.
- Proficiency with Microsoft Office and experience using common workplace technology, including cloud-based document management systems, e-signature platforms, and database or case management software.

Compensation, Location, and Work Environment

This full-time, exempt position offers an annual salary of \$41,600, along with a benefits package that includes employer-paid health, dental, and vision insurance, a retirement plan with employer 401(k) match, paid time off, and holidays. Standard work hours are Monday through Friday, 8:30 a.m. – 4:30 p.m., with occasional flexibility needed to meet client needs, attend community events, or support organizational initiatives.

Applicants must reside in Michigan, and preference may be given to candidates living within FHCSWM's nine-county service area. This position requires occasional travel throughout FHCSWM's nine-county service area. Applicants must have reliable transportation and the ability to travel independently to meetings, community events, client appointments, and other work-related activities.

How to Apply

Interested candidates should submit a cover letter and resume via email to jobs@fhcswm.org with the subject line: Client Advocacy Coordinator. Applications will be reviewed on a rolling basis, and interviews may begin immediately. Priority consideration will be given to applications received by June 19, 2026, though the position will remain open until filled.

Equal Employment Opportunity (EEO) Statement

The Fair Housing Center of Southwest Michigan is an equal opportunity employer committed to fostering a workplace that is welcoming, respectful, and free from discrimination and harassment. FHCSWM considers all qualified applicants for employment without regard to any characteristic protected by applicable federal, state, or local law.