

One80 Place
JOB DESCRIPTION

Housing Resource Coordinator

The work of the Housing Resource Coordinator involves orienting all eligible SSVF participants to the program and providing housing search and supportive services to promote participants self-sufficiency, integration into the community, and permanency in housing; performing administrative tasks involved in the review and maintenance of a caseload of program participants. The principal duties are performed both in a general office environment and in the field and community where program participants reside.

The Housing Resource Coordinator is part of a multi-disciplinary team and will have a shared case load with a Housing Case Manager.

The Housing Resource Coordinator position is funded in whole by the VA through One80 Place's SSVF Program. The Housing Resource Coordinator will dedicate 100% of their time on Veterans and their families served by the SSVF Program.

STATUS: Full-time, regular/ exempt

SPECIFIC REQUIREMENTS:

1. Requires knowledge and belief in "Housing First" philosophy and strategies.
2. Bachelor Degree in Human Services preferred or a minimum of a two years degree in Human related services and two years related experience.
3. Excellent communication skills, particularly listening, mediation, and writing skills.
4. Possess strong organizational skills with ability to meet a demanding workload.
5. Detail oriented to complete requirements of files and contract compliance.
6. Creative thinker/adaptive personality.
7. Knowledge or understanding of tenant's rights and responsibilities as well as "strengths based" case management.
8. Concentrated record keeping, budgeting, and mathematical skills; ability to produce required reports to federal, state and local government agencies and funding sources.
9. Demonstrated knowledge of community resources, social service agencies, and landlords.
10. Experience with computer and knowledge of Microsoft Office.
11. Valid driver's license and a car.
12. Sensitivity to cultural and socioeconomic characteristics of population served.
13. A commitment to empowering others to solve their own problems.
14. The ability to establish and set appropriate limits with persons served to help them gain skills and confidence.
15. The ability to work collaboratively with other personnel and/or service providers or professionals.
16. The capacity to maintain a role to empower clients and to intervene appropriately to meet service goals.
17. Willing to travel to throughout the 14 county MACH service areas as well as the 7 county LHC service areas.

SPECIFIC DUTIES:

1. Assess housing barriers of individuals and families experiencing homelessness to determine housing and service needs.
2. Develop a housing procurement, financial, and self-sufficiency case management plan with clients. This shall include intake interview to determine client's needs, goals, and eligibility.
3. Provide mediation and advocacy with landlords on the client's behalf to develop a workable plan to obtain and or maintain housing.
4. Assist participants in locating and securing housing of their choice.

5. Create and maintain consistent communication channels, both verbal and written, between several parties (i.e. tenant, landlord, referral source, collaborating agencies, debtors and creditors).
6. Serve as an ongoing liaison between property managers and participants as well as between participants and neighbors.
7. Provide information and referral assistance regarding available support from appropriate social service agencies and/or community programs.
8. Assist in development of and encourage adherence to a personal budget through pro-active housing and budget counseling sessions; provide budget counseling and education to assist clients in establishing payments plans for bills and past debts and to assist clients in obtaining and maintaining their housing.
9. Identify participant strengths and barriers to stability and assist participants to reducing barriers and linking to resources and services.
10. Provide pro-active follow-up home visits to ensure stability and further progress towards self-sufficiency; this includes support, advocacy, reducing isolation, listening, problem solving, and identification of resources to assist with reintegration of participants in the community.
11. Apply knowledge of residential lease contracts to educate clients of their rights and responsibilities.
12. Maintain accurate daily logs records, monthly outcome reports, and files for each client.
13. Collect and report program data, including but not limited to HMIS reporting and funders' required data.
14. Participate in staff/professional development activities.
15. Work with other staff members to address client needs.
16. Other duties as assigned.

PHYSICAL, ENVIRONMENTAL AND SENSORY DEMANDS:

1. Corrective vision and hearing to normal range.
2. Ability to move between service locations.
3. Ability to lift 50 pounds and to assist physically disabled clients with basic functions.
4. Possible exposure to communicable diseases, emotionally stressful working conditions, and irregular hours.

IMMEDIATE SUPERVISOR: SSVF Program Directors

Staff Signature

Date

Supervisor Signature

Date