



## Hospitality House of Northwest N.C.

### Joint Component Transitional/Rapid Rehousing & Domestic Violence/Sexual Assault Coordinator

#### JOB DESCRIPTION

The **Transitional/Rapid Rehousing & DV/SA Coordinator** will coordinate the Joint Component Housing Program consisting of 40 hours weekly case management of clients, working closely with the Executive Director, PSH Service Coordinators, Lead Emergency Shelter Coordinator and other Service Coordinators.

#### RESPONSIBILITIES

##### Essential Duties and Responsibilities

- Demonstrates good interpersonal skills in developing rapport with participants on the phone and in person.
  - Manage inquiries for assistance for the Joint Component Housing Program and provide financial assistance and/or services as needed to quickly stabilize the household.
  - Ensure timely response to participants, including conducting an initial pre-screening for eligibility via phone or in person that is trauma informed and client focused and providing referral services for those who do not qualify for the program.
  - Responsible for verifying and documenting the eligibility of applicants and maintaining comprehensive, accurate service records for all approved or denied clients.
  - Conducts full assessment, eligibility screening, and manages process and presentation of program participants through the Coordinated Entry process.
  - Provides housing stability focused case management services related to meeting the housing needs of program participants and helping them to prevent any episodes of homelessness. Services may include safety planning, problem solving, crisis intervention, education on tenant rights and responsibilities, mediation services, tenancy support and coordination with landlords.
  - Completes a comprehensive assessment in order to assist participants in identification of strengths, needs and goals. Develops an individualized housing stability plan in cooperation with the participant household, including safety planning in cases involving DV/SA/Human Trafficking and Dating Violence. Monitors, documents, and evaluates progress at least monthly.
  - Assist individuals and families in locating, obtaining, or retaining safe, suitable housing through a housing search and necessary supportive services.
  - Provide transportation to clients when it appropriately supports their housing stability.

- Arrange for Housing Quality Inspections and lead based paint screening (as needed) on all households assisted with homeless financial assistance and document accordingly.
- Assist program participants with critical skills related to household budgeting, money management, credit counseling, household management, activities of daily living, personal safety, and navigating access to community resources, employment support, and interpersonal communication.
- Assess need and eligibility for initial and any ongoing financial assistance, including ensuring proper management of available program funding and resources.
- Provides and accounts for financial assistance through program funds within required limits to support households.
- Assist with recruiting and retaining landlords in order to maximize housing options for service recipients with tenant screening barriers.
- Demonstrates knowledge of current Hospitality House programs and resources and current community resources and direct service organizations.
- Demonstrate competency in housing resources and community programs and how to access services; mainstream benefits programs, including eligibility requirements; basic landlord-tenant rights and responsibilities, as appropriate; and tenancy skills and/or supports.
- Ensure timely and accurate data entry into the Homeless Management Information System (HMIS).
- Ensure required household information is collected, entered into prescribed formats, and reported in a timely manner – as outlined by the funder, and adhere to internal reporting guidelines and record keeping policies.
- Maintain and expand partner agency support to ensure comprehensive service delivery for participants.
- All other duties as assigned.

## **ESSENTIAL JOB FUNCTIONS**

- Work is completed on site, in client homes, office space, and other non-traditional settings. Ensure safety and security measures for in-home/outreach services are followed.
  - Travel is required, including use of personal vehicle.
  - Provides case coverage for other housing program staff as needed.
- Can work both independently, with little supervision, and as a part of a team.
- Able to establish regularity and dependability in scheduling all appointments.
- Displays a courteous and caring attitude at all times to the program participants, volunteers, and visitors of Hospitality House.
- Cooperates and collaborates with program area staff, volunteers, and other agency staff.
- Abides by all specific program procedures, policies, and requirements.
- Maintains client confidentiality consistent with Hospitality House policy and the Violence Against Women Act (VAWA).
- Cooperates and collaborates with program staff, volunteers, and other agency staff.
- Able to evaluate program services and make recommendations.

- Develops personal and program related skills through participation in internal and external training opportunities including printed material and audio and/or visual media.
- Can develop positive working relationships with program participants, referral sources, service agencies, landlords, and others encountered in the course of work.
- Creates, maintains, and shares as appropriate a dynamic self-care plan.
- Strives to make connections between Hospitality House and the larger community whenever possible in order to contribute to the agency's ongoing fundraising and friend-raising efforts.
- Performs other program related duties as assigned.

## MINIMUM QUALIFICATIONS

- Bachelor's Degree in Human Service or related field(s).
- Training in case management and client centered counseling.
- Any equivalent combination of education, experience, or training that has prepared the incumbent to perform the essential duties of the position.
- Valid driver's license, acceptable driving record.
- Working knowledge of computer programs including Word, Google Suite and Excel.

## COMPETENCIES

**Communication** – Clearly conveying and receiving messages to meet the needs of all, expressing oneself effectively, understanding underlying issues and adapting communication for the situation.

**Teamwork** – Working cooperatively and productively with others to achieve results by actively participating in the team and involving other team members.

**Problem Solving & Judgment** – Ability to assess options and implications in order to identify a solution by breaking down problems, recognizing basic and multiple relationships and can develop complex plans and/or analyses.

**Adaptability** – Personal willingness and ability to work in and adapt to change, valuing the need for adaptability, demonstrating adaptability through adapting approach and strategy.

**Client Focus** – Understanding and meeting or exceeding program participant needs through responsive service delivery and contributing to positive outcomes that support the participant household's short- and long-term needs.

**Innovation**- Using original and creative thinking to make improvements and/or develop and initiate new approaches for own job/area as well as the agency.

**Relationship Building** – Developing and maintaining partnerships by establishing formal working relationships with community partners from across the service area.

**Service Facilitation** – Creates networks to ensure required services are delivered effectively, providing information as required.

**Organizational Awareness & Commitment** – Understands the structure and culture of Hospitality House and supports the organization’s values, principles and goals; demonstrating an understanding of the organization beyond own workgroup and can anticipate and meet the needs of the agency.

## **AMERICANS WITH DISABILITY SPECIFICATIONS**

### **Physical Demands**

(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).

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

### **Work Environment**

Work environment characteristics 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.

While performing the duties of this job, the employee is not exposed to weather conditions.

The noise level in the work environment is usually moderate.

### **Education**

Preferred

Bachelors or better in Human Services or related field(s).

Any equivalent combination of education, experience, or training that has prepared the applicant to perform the essential duties of the position.

### **Experience**

Preferred

Knowledge of Computer programs including Word, Google Suite and Excel.

Previous training in case management with vulnerable populations.

Experience in homeless service delivery.

Equal Opportunity Employer/Protected Veterans/Individuals with Disabilities