Person Centered Housing Options Inc.
Housing First Stability Coordinator

Job Title: Housing First Stability Coordinator

Date of origination: 07/2017

Status: Non-Exempt

Title of Direct Supervisor: Housing First Program Supervisor

Date of last revision: 05/2019

Job Summary:

To provide outreach, engagement, and advocacy for homeless individuals and families who are seeking housing in our programs and/or have been referred and are currently in housing programs provided by PCHO. Coordinator will follow the Housing First Model when working with individuals who enter PCHO programs. Tasks include outreach, assessment intake, case management, and other supportive services to assist persons eligible for housing services in the Rochester and Monroe County Community. Assist program participants in securing and maintaining permanent and affordable housing through PCHO housing programs. Assist program participants in meeting their personal life goals in a manner that is consistent with the culture, values and beliefs of the participants.

Qualifications:

- Bachelor's degree in Social Work or equivalent experience of 3-5 years’ experience working with persons that were homeless, previously homeless or underserved.
- Possess social justice and human rights perspective and frameworks that align with agencies principle and mission.
- Knowledge of community resources and social work practices with homeless or underserved populations.
- Excellent engagement, written and verbal communication skills and documentation skills.
- Ability to work independently with strong focus, task oriented, non-judgmental and able to set clear boundaries.
- Possess a strong sense of respect for confidentiality involving both clients and peers.
- Possess an ability to work in a variety of settings with culturally diverse individuals and families, and remain sensitive to their individuality.
- Ability to legally operate a motor vehicle and provide own transportation.
- Knowledge of and/or informed practice of motivational interviewing, trauma informed care, etc.

May 2019
Essential Responsibilities:

● Provide case management and other supportive services to unsheltered households entering the program and formerly homeless households currently residing in the program.
● Provide detailed and timely documentation into the HMIS, ensuring each client is entered thoroughly and within 72 hours of contact.
● Provide intervention services according to referral needs as necessary for delivery of service.
● Provide and/or assist with transportation and access to on-going scheduled appointments as needed.
● Advocate for participants with nutritional and personal hygiene needs and other daily living skills.
● Provide referrals to appropriate services including long-term case management such as Health Home Care management services following CTI Model of engagement.
● Assist participants in accessing benefits including DHS, SSA, SNAP and any other necessary resources needed to achieve sustainable housing. Complete necessary steps to ensure household pays portion of rent.
● Collaborate with community organizations, Chronic Homeless Workgroup, Coordinated Access, Continuum of Care RPD, Library Resource Outreach Center and other community assets to lead and organize outreach.
● Attend scheduled staff meetings and training sessions, arriving timely and actively participating in meetings.
● Other duties as assigned by supervisor.

Other General Expectations:

● Demonstrates ability and flexibility to work as a team member.
● Remain open to ideas and suggestions offered by other staff.
● Shares information, ideas and constructive criticism with other staff.
● Communicates relevant information to fellow staff and community members with respect and consistency.
● Is consistent and follows through on all assigned tasks.
● Demonstrate ethical business practices, in conformance with all state and federal laws and regulations.
● Possess excellent verbal and written communication skills.
● Ability to multi-task and prioritize duties.
● Ability to maintain absolute confidentiality in regards to all records reviewed including client records.
● Proficiency and experience with PCs and Microsoft applications.
● Ability to analyze and interpret data and to handle problem resolution.
● Possession of a valid NYS driver’s license and a driver’s record considered acceptable by agency and insurance carrier.
● Continuous use of a reliable and insured vehicle.
● Demonstrate commitment to the Mission Statement of Person Centered Housing Options.

May 2019
Employer’s Disclaimer:

- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor
- This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

I have read my job description and I understand the duties described herein.

_________________________  ____________________
Employee Name                Date

_________________________  ____________________
Supervisor Name               Date

May 2019