



TRANSITIONAL HOUSING COORDINATOR

Job Description: Under the general supervision of the Direct Services Manager this position directly oversees the services, operations, and functions of Lassen Family Services' Transitional Housing Program. The Transitional Housing Coordinator is responsible for understanding and responding to survivors/victim's unique needs, advocating on their behalf, and providing supportive services. Outreach and education to the public is necessary in reaching the goals of this program, and can include educating landlords, apartment managers, and property managers on the issues surrounding victims of violence.

Reports to: Direct Services Program Manager, Executive Director

Job Classification: Non-exempt, Non-Supervisory

Essential Duties and Responsibilities May Include:

- Plans, develop, updates, and coordinates the functions, operations, and services of the Transitional Housing Program. This can include updating intakes, applications, spreadsheets, etc. to ensure documentation of services.
- Explores and identifies opportunities for permanent housing for victims of violence in the community.
- Mediates communication between participants and landlords, apartment managers, and property managers to establish housing for victims of violence.
- Performs outreach and education to landlords, apartment managers, and property managers through in-person meetings and community networking.
- Working with other community agencies to ensure there is an appropriate referral network.
- Develops and maintains partnerships with a network of professional contacts in the property management and real estate industry to establish expedited access to housing opportunities.
- Maintains, records, and prepares monthly, quarterly, and yearly reports.
- Develops and maintains surveys for program oversight.
- Maintains an awareness of changes in community processes that may impact services and provides recommendations to deal with these changes.
- Assists in the improvement of the housing process for survivors, participating in the housing search, and ensuring that the eligibility and approval process.
- Assists survivors in navigating community resources and job opportunities to further their goals for safe, permanent housing, and to achieve independence.
- Performs supervisory duties including hiring, training, and monitoring staff, conducting performance evaluations, and participating in employee discipline.
- Ensures casework records are kept to the required standards in compliance with grant requirements, goals, objectives, and LFS policies and procedures.
- Refer and support participants through community resources that are needed to meet goals and achieve independence.
- Conducts administrative analysis and studies to evaluate effectiveness, define problem areas, set standards, and develop recommendations for solutions.

- Assists with the development and implementation of policies and procedures related to service delivery for victims.
- Compiles and completes monthly, quarterly, and year-end reports for grant compliance.
- Provides direct services to victims, including the assessment of needs through individual counseling and/or crisis intervention, advocacy, development of case management plans that address immediate and long-term needs, and accompaniment/referrals to community agencies for resources.
- Attends conferences and workshops related to violence. Networks with other service providers and maintains positive relationships.
- Attends and participates in staff meetings.
- Provides on-call support to Crisis Line and Back-up.
- Assists in developing a positive, proactive, motivated team.
- Performs other duties as assigned.

Skills and Abilities:

- Ability to communicate clearly and effectively orally and in writing.
- Ability to effectively work with diverse populations.
- Ability to work within the confines of confidentiality and ensures that professional boundaries are maintained.
- Ability to maintain accurate written records.
- Ability to work as a team member.
- Ability to identify problem areas within the scope of the position, find solutions, and follow-up to ensure completion.
- Ability to manage time and establish priorities within a fast-paced environment to meet deadlines.
- Ability to work in accordance with and promote Lassen Family Services' policies, procedures, and mission.
Ability to establish and maintain effective working relationships with a variety of individuals and groups.
- Ability to relate in a positive manner with a variety of individuals to ensure that Lassen Families Services, Inc.'s policies and procedures are understood and implemented.
- Ability to be flexible, cooperative, and dependable.

Knowledge of:

- Service assessment methods and techniques.
- Grant compliance procedures and reports.
- Individual and group counseling principles, methods, and techniques.
- Community organizations that provide social services and support.
- Cultural Competency and application.
- Leadership, teamwork, and application.
- Office equipment including faxes, copiers, computers, printers, cell phones, etc.
- Windows based office technologies including Word, Excel, PowerPoint, and Adobe.

Training/Experience/Education: At least two years' experience in providing case management and peer counseling services. Any combination of training, experience, and education which would likely provide the required knowledge and abilities is qualifying. A

typical way to obtain the required knowledge and abilities would be working in a supervisory capacity and completion of Lassen Family Services', Inc. Crisis Intervention Peer Counselor training.

Typical Physical Requirements: *(Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements):*

Sits for extended periods; frequently stands, walks, stoops, kneels and crouches to pick-up and or move objects, and lift and/or move objects weighing up to 25 pounds.

Typical Working Conditions: Work is performed in a variety of environments including the Shelter, Lassen Family Services, Transitional Housing Units, and other community organizations; requires frequent driving to different locations and sites throughout the service area; frequent contact and communication with other staff, the public, participants and representatives of other agencies; work hours may be variable and outside the normal 8 am to 5 pm workday to meet the requirements of the position; incumbents are expected to be available on stand-by for crisis intervention responses at any time during specifically assigned time periods.

Special Requirements:

- Possession of a valid California Driver's License and insurance with acceptable DMV Record.
- Acceptable State and FBI criminal background check.
- Possession of, or ability to obtain, CPR certification.
- Successful completion of Crisis Intervention Peer Counselor training.

Approved: