



Safe place. Safe families. Safe future.

TESSA JOB DESCRIPTION

JOB TITLE:	Housing First Program Coordinator
REPORT TO:	CEO
TIME REQUIREMENT:	40 hrs/wk, full-time, non-exempt
PAY RATE:	\$20.67 per hour

SYNOPSIS:

The Housing First Program Coordinator will coordinate and oversee the implementation of TESSA's Housing First Program. The purpose of the Housing First Program is to first focus on helping victims increase access to, and retain safe, long-term housing and then provide tailored supportive services. This includes: landlord, community, and housing stakeholder outreach and collaboration, coordination of direct financial assistance for victims, and agreements with partners. The Housing Coordinator will have coordination duties with some direct service and mobile advocacy. The Coordinator will also train and assist other advocates within the agency to provide mobile advocacy to crime victims.

RESPONSIBILITIES:

PROGRAM COORDINATION

- Serves as primary contact for housing assistance from both survivors and community partners;
- Ascertain the housing needs and available resources of persons seeking aid and work with them to determine what is available to them;
- Develop and maintain a Housing Match database for tracking the available housing in the region;
- Coordinates process of lease-up, landlord negotiations, and contracts;
- Coordinate funding available to assist victims of crime on a variety of needs to promote long-term housing stability;
- Provides comprehensive, collaborative in-home advocacy for program clients;
- Oversee staff who provide community-based mobile supportive services to survivors.
- Triage and assess all information and referral inquiries to assure effective advocacy and financial support;
- Troubleshooting technical housing issues as they arise with staff, victim advocates, and victims accessing housing programs;
- Collaborate and train other advocates on housing program and mobile advocacy, as needed;
- Schedule and facilitate bi-weekly case staffings;
- Provide support to other departments;
- Understand department objectives and how they relate to the goals of the agency;
- Develop knowledge and expertise regarding domestic violence and sexual assault.

COMMUNITY OUTREACH

- Work cooperatively with other agencies and individuals involved with the survivor to assure comprehensive service delivery to the survivor and children;
- Develop partnerships with housing and community providers to assist survivors in housing;



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- Identify and collaborate with potential local housing stakeholders and community partners;
- Engage landlords to create housing opportunities;
- Representing the organization at community meetings regarding housing issues for homeless populations; assisting with educating the community on changing policy as it relates to victim access to affordable housing.

CLIENTS SERVICES

- Deliver programs and services in a manner that is respectful and sensitive to the survivors' cultural experience;
- Treat survivors with respect, dignity, and empathy;
- Keep all survivor information confidential as directed by the survivor;
- Identify gaps in the systems in which the survivors navigates and address those gaps appropriately;
- Prevent, identify, and remove discriminatory barriers in services provided.

RECORD KEEPING

- Oversees record-keeping systems for employee accrued time, case management, and client demographics;
- Complete monthly billing and data submission of rental subsidy and cash assistance;
- Ensure that service delivery and operations meet both the needs of clients and contractual obligations in providing safe, trauma-informed, supportive programs for the benefit of all clients;
- Ensure that policies and procedures are followed by program staff, and that staff receives support and supervision appropriate to their needs;
- Ensure compliance with all legal and regulatory requirements relating to confidentiality and reporting. Ensure compliance with program grant requirements, and assist with grant reporting.

CULTURAL INCLUSIVITY

- Recognize that we hold attitudes and beliefs that can detrimentally influence our perceptions of and interactions with individuals who are diverse from ourselves.
- Recognize the importance of multicultural sensitivity, responsiveness to, knowledge of, and understanding about diversity.
- Apply the principles of multiculturalism and diversity in training and staff development.
- Apply culturally appropriate skills in all interactions with clients, co-workers, volunteers, partner agencies, and other community members.
- Use organizational change processes to support culturally informed organizational policies and procedures.

Other

- Commit to TESSA's organizational mission, vision, and operating philosophy.
- Attend staff, other relevant meetings, trainings, and inservices.
- Other duties and projects as requested by manager.



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QUALIFICATIONS AND REQUIREMENTS:

- Must be willing to complete and able to pass background and child abuse and neglect history checks.
- Bachelor's degree in management, social work program and planning, or a related field is required; Master's degree preferred.
- Two years of proven experience in supervision and/or management of staff and programs are preferred.
- Two years of experience in human services is required, experience in the fields of domestic violence or sexual assault is preferred.
- Equivalent combination of education and experience may be considered.
- Ability to work with at-risk or special needs populations.
- Exceptional ability to work with executive leadership, accept direction, and communicate progress and issues up in a proactive, positive manner.
- Attention to detail.
- Ability to work well under stressful and emotionally-taxing circumstances and engage in effective self care.
- Ability to empathize, listen, encourage and guide.
- Knowledgeable and proficient computer skills.
- Ability to lift 50lbs, intermittently.
- Ability to multi-task and be flexible in a fast-paced environment.
- Understanding of and experience with outcomes-based measurement and evaluation; and
- Experience developing and conducting life skills or educational classes to adults and children is preferred.
- Available to work evenings or weekends when necessary.
- Valid driver's license and car insurance with reliable transportation.
- Able to read, write, and speak English.
- Fluency in Spanish and/or American Sign Language is preferred.

TESSA is an equal opportunity employer.