

Job Description

Program Coordinator- Casa Buena Housing Program

Title: Program Coordinator – Casa Buena

Hourly: \$29 – \$33.65

Reports to: Director of Housing for Chronically Homeless Adults

Unit: Residential Programs- Adults in Permanent Supportive Housing

Regular Full-Time: 40

Tuesday to Saturday

Non-Exempt

Principal Responsibility:

Homeward Bound is Marin County's primary provider of housing and shelter for single individuals and families experiencing homelessness, offering short- and long-term supportive housing, job-training and placement, and services. Our mission is “Opening Doors to Safety, Dignity, Hope, and Independence.”

This position is responsible for development, implementation, and delivery of supportive services for units of Permanent Supportive Housing at the Casa Buena Housing Program in Corte Madera in coordination with the Department of Housing and Community Affairs. This housing site has 18 Permanent Supportive Housing units for chronically homeless adults whose rent is subsidized via a project-based voucher. A primary function of this role will be to foster and uphold a sense of community among residents. This community will provide robust supportive services and opportunities for growth and education onsite on a regular basis.

Major Duties:

- Develop program - including but not limited to policies, protocols, and range of services, consistent with agency-wide systems and procedures.
- Implement programs in coordination with other partner agencies and housing programs operating in Marin County.
- Provide consistent Case Management and other supportive services as needed for residents at Casa Buena. These will be geared towards promoting goals focused on social and economic independence.
- Coach individuals on life skills topics such as household budgeting, nutrition, self-care and ongoing housekeeping while providing tenant focused advocacy as needed.
- Coordinate, plan and implement regular activities onsite which build community while actively maintaining a clean and functional community and laundry room.
- Become familiar with Coordinated Entry policies and procedures while coordinating all housing referrals and placements via CE. Attend CE meetings as needed.
- Work in partnership with volunteers, interns, local community members and other social service entities while fostering strong working relationships with local service providers.
- Maintain timely and thorough records and collect information as required by the program funding sources and agency program effectiveness committee.
- Oversee on-going maintenance of units, ensuring that a safe and healthy environment is maintained, including regularly scheduled check-ins with tenants and unit inspections as needed.
- Annual inspections of all units will be required and happen in conjunction with the Marin Housing Authority.

- Respond to neighborhood concerns in a timely manner; problem solve with residents and team members as needed.
- Attend and actively participate in staff meetings, supervisions, and training.
- Document and track required program outcome measures, respond to requests for information in a timely manner; collect and enter data into data management systems such as the HMIS and other systems.
- Perform other duties as assigned.

Relationships:

- Establish and maintain open and collaborative relationships with colleagues.
 - Greet, communicate, and treat all program participants with respect, dignity, kindness, and an attitude of compassionate service.
 - Establish and promote a good neighbor policy while maintaining regular contact with all surrounding neighbors.
 - Maintain confidentiality related to all program participants.
 - Communicate clearly with supervisor.
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Minimum Qualifications/Requirements:

Education or Training Equivalent To:

- Bachelor's Degree in Social Work, psychology or relevant field (preferred but not required)

Minimum Years of Additional Related Experience:

- Experience developing and implementing programs and services.
- 3+ years of experience working with low-income populations and/or people experiencing homelessness.
- Previous experience in a setting that provides Permanent Supportive Housing programs.
- Strong skills in harm education and working knowledge of substance abuse disorders and people living with persistent and serious mental health diagnoses.

Written & Verbal Communication Skills:

- **Bilingual Spanish desired**
- Ability to read and interpret documents such as policies, operating and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before small groups of students, clients, or employees of the organization.

Physical Requirements:

- Ability to sit, and use a computer mouse, keyboard, and monitor, for moderate periods of time (1 – 3 hours per day)
- Ability to stoop, crouch, kneel, and/or crawl on occasion

Special Qualifications & Qualities (skills, abilities, licenses):

- Enthusiasm for working with individuals with previous experiences of homelessness
- Ability to create an environment that fosters empowerment and motivation to make positive changes
- Strong organizational, communication and documentation skills
- Ability to work cooperatively with and contribute to a diverse workplace through ideas or experience

- Competency with Windows and Microsoft Office Suite software
- Self-starter who takes appropriate initiative, has excellent time management and organizational skills, the ability to prioritize and organize, is creative and has a sense of humor
- Dynamic, resourceful, flexible, kind, compassionate, understanding
- High level of awareness and comfort working in a culturally and ethnically diverse work environment

Schedule:

- Position will require weekends and evenings as needed due to tenants in housing necessitating support after hours at times.

EQUAL OPPORTUNITY

At Homeward Bound we are committed to embracing diversity. All decisions regarding recruitment, hiring, promotion, assignment, training, termination, and other terms and conditions of employment will be made without regard to race, color, gender, religion, national origin, creed, ancestry, gender, sexual orientation, gender identity or expression, age disability, veteran status, political ideology, or any legally protected class. It has always been and continues to be Homeward Bound's policy that employees should be able to enjoy a work environment free from all forms of harassment and discrimination. We encourage applicants of diverse backgrounds to apply for any open position for which they feel qualified.

BACKGROUND CHECK(S)

Homeward Bound is committed to providing safe and productive working, learning, and living environments for our staff and clients. To achieve that goal, we conduct background investigations for all final candidates being considered for employment. Background checks may include, but are not limited to, criminal history, national sex offender search, and motor vehicle history.