

Job Description

Program Coordinator-Family Housing

Title: Program Coordinator – Family Housing

Hourly: \$30 - \$35

Reports to: Family Program Manager

Unit: Residential Programs - Families

Regular Full-Time: 40 Hours/week

Grade: n/a

Non-Exempt

Candidates must be fully vaccinated against the Covid-19 virus

Principal Responsibility

The Program Coordinator is responsible for the development, implementation, and delivery of supportive services for Oma Village and Next Key Transitional Housing for families. **Oma Village** is a 14- unit permanent affordable housing program offering housing and services for families and children who are exiting homelessness. **The Next Key** is a transitional program providing up to 2 years of housing for families. The Program Coordinator provides supportive services to families with the overall goal of increasing economic independence, housing stability and educational achievement for children and youth

Major Duties - Oma Village Program and Next Key Program

- Develop program, including but not limited to policies, protocols, and range of services, consistent with agency-wide systems and procedures
- Implement program in coordination with other family programs?
- Uphold agency's harm reduction model
- Uphold practice agency's Justice, Equity Diversity, and Inclusion principles
- Coordinate, plan and implement activities which build a vibrant community
- Engage regularly and consistently with individuals ensuring program participation and progress.
- Provide services and resources geared toward promoting housing retention and supporting the families' goals of increasing economic independence.
- Develop and implement a "housing preparation" course for families in the program, providing education, guidance, and opportunities to build skills to improve their ability to attain future housing.
- Coach families on topics such as household budgeting, nutrition, and ongoing housekeeping
- Coordinate housing referrals and placements
- Connect parents to early childhood education and summer enrichment programs including Head Start, childcare and summer camps
- Provide advocacy based on individual resident needs
- Participate in local case management support meetings with community agencies
- Work in partnership with staff, volunteers, interns, local agencies, schools, and donors
- Maintain timely and thorough case notes and collect information as required by the program funding sources, agency program effectiveness committee and the below market rate program in Novato.

- Oversee ongoing maintenance of units and Oma Village property, ensuring that a safe, clean, and healthy environment is maintained
- Respond to neighborhood concerns in a timely manner; problem-solve with residents
- Attend and actively participate in staff meetings, supervision, and trainings
- Document and track required program outcome measures, respond to requests for information in a timely manner and collect and enter data into data management systems such as the Homeless Management Information System (HMIS) system, Wizard and Partnership Health Plan (PHC)
- 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, and an attitude of compassionate service
 - 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)

Minimum Years of Additional Related Experience:

- Experience developing programs and services for children and families
- 2-3 years' experience working with children and families experiencing homelessness and poverty
- Experience in residential programs and/or housing programs
- Knowledge of substance abuse and mental health issues

Written & Verbal Communication Skills:

- **Bilingual Spanish strongly preferred**
- 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 families experiencing homelessness
- Ability to create an environment that fosters empowerment and motivation for families 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 requires working some weekend and evening hours (e.g., 11am to 7 pm Tuesday-Saturday) with flexible schedule.

EQUAL OPPORTUNITY

Homeward Bound is an equal opportunity employer. We stand for justice and equity. We celebrate diversity and we are committed to creating an inclusive environment for all employees. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws. This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, leave of absence, compensation, benefits, and training.

