



KBFLC JOB DESCRIPTION

JOB TITLE:	Housing Services Coordinator
REPORT TO:	Victim Services Director
TIME REQUIREMENT:	40 hours a week (Exempt)
SALARY:	\$45,000

The **Housing Services Coordinator** is a part of the management team under the supervision and a member of the leadership team. The **Housing Services Coordinator** will be responsible for providing supervision of the housing program guest both on-site and at off-site activities, case management, group facilitation, assessments, crisis phone counseling, guest data collection, documentation, file maintenance, reporting maintenance issues and ensuring that the program is facilitated in a manner that meets KBFLC's Housing Services Coordinator will work with guest at either the safehouse or any of our other housing programs. Kingdom Builder's Family Life Center serves a wide variety of families that are experiencing homelessness. The Housing Services coordinator will work closely with our housing program guest, encouraging, empowering, and supporting everyone to achieve their highest potential through continuous assessment, monitoring, evaluation, and intervention when needed.

RESPONSIBILITIES:

GUEST AND PROGRAM SERVICES

- Implement effective case management strategies for victims of domestic and/or sexual violence or human trafficking.
- Continually manage a caseload of housing guest.
- Provides case management and service coordination designed to assist guest in maintaining stable housing.
- Develops individualized case plan in collaboration with guest in the areas of, but not limited to, daily living skills, money management, employment linkage, benefits establishment, linkage to substance abuse and mental health care, and all other services need to assist guests in reaching treatment goals
- Assists guests in locating safe, affordable housing
- Build on housing guest's strengths to assist them in reaching their goals and objectives.
- Ensure regular on-going sessions are conducted with housing guests.
- Educate housing guests on the dynamics of domestic violence and sexual assault.
- Facilitate individual and group meetings with housing guests.
- Assist survivors in understanding of the natural responses to trauma and of healthy coping skills.
- Assist survivors in adapting to a communal living environment focusing on a culture of inclusion and respect.
- Provide conflict resolution and crisis intervention to housing guests when necessary.

- Conduct intakes, complete paperwork, enter data.
- Work closely with program staff to ensure optimized access to resources.
- Facilitate housing guests Advisory Board meetings.
- Work with crisis and support line staff to enhance housing screenings.
- Formulate housing guest's referral letters.
- Provide transportation to housing guests when required.
- Participate in housing guests field trips.
- Assist in training and mentoring residential program volunteers and interns.
- Provide program and agency overviews to community members as requested.
- Compile/complete grant reporting reports as assigned.
- Clean and prepare housing guests rooms upon discharge.
- Participate in general housing maintenance and cleaning including light to heavy housekeeping as needed.
- Serves as a guest advocate with third parties as needed
- Other duties assigned by the chief Executive Officer

RECORD KEEPING

- Provide statistical information and reports on all assigned cases.
- Maintain accurate documentation on every contact with the guest.
- Maintain guest files and ensure that all appropriate documentation is represented in each file

Documentation

- Accurately document all services including assessments, case notes, service plans and specific services received by guests in HMIS.
- Collect and maintain accurate data on an ongoing basis.
- Document relevant and significant events that occur during the shift in the Communication Log.
- Maintain clear and effective communication with other staff regarding guests.
- Work to ensure guest confidentiality.

Intakes & Assessments

- Complete thorough intakes in a manner that begins to establish comfort and trusting relationships
- Assess the level of need and intent of guests and make recommendations regarding participant's involvement.
- Establish plans with guests, ensure follow through, and make appropriate referrals.

CULTURAL INCLUSIVITY

- Prevent, identify, and remove discriminatory barriers in services provided.
- Recognize that we all hold attitudes and beliefs that can detrimentally influence our perceptions of and interactions with others.
- 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 guests, staff, volunteers, partner agencies, and other community members.
- Use organizational change processes to support culturally informed policies and procedures.
- Deliver services in a manner that is respectful and sensitive to the guest's cultural experience.

OTHER

- Commit to KBFLC's organizational mission, vision, and operating philosophy of Trauma Informed Care.
- Support program guests in the management of their children's behavior when necessary.
- Understand, support, and implement organizational initiatives and strategic plans.
- Attend all staff meetings and trainings as required.

QUALIFICATIONS AND REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below represent the knowledge, skill, and ability required for this position. Reasonable accommodations can be made to enable individuals with disabilities to perform these essential functions.

- Experience providing social service to families and people who are victims of crime.
- Must be willing to complete and able to pass background and child abuse and neglect history checks.
- Pre-employment physical and drug test if selected for position.
- Experience developing and conducting life skills or educational classes to adults and children is preferred.
- Excellent organization, communication (verbal and written), problem solving, listening, and interpersonal skills.
- Able to give attention to detail while being able to see the big picture.
- Displays a positive attitude, works well with others, and accepts direction well.
- Able to work well in stressful and emotionally taxing circumstances and engage in effective self-care.



- Self-starter; comfortable working autonomously and in teams.
- Able to independently use a computer for word documents, spreadsheets, presentations, email, internet research, data entry and data management.
- Possess vision and hearing sufficient to work on a computer, on the telephone and in person.
- Ability to lift 50 lbs., intermittently.
- Valid driver's license and car insurance with reliable transportation.
- Able to read, write, and speak English.
- Able to communicate in Spanish preferred but not required.
- Preferred Bachelor's Degree in social work or related field and/or two years relevant experience.

KBFLC is an equal opportunity employer.

I certify that I have read and understand the responsibilities assigned to this position.

Employee Signature: _____

Printed Name: _____

Date: _____