

Center Against Sexual & Domestic Abuse, Inc.

**JOB DESCRIPTION
HOUSING FIRST COORDINATOR**

Job Title: Housing First Coordinator
Supervisor: Director of Program Services

Status: Full-Time; Salary; Exempt
Date Created: January 2022

Summary: This job exists to support victims and survivors of domestic violence with housing searches and placement, and case-management services, through a trauma-informed approach. This position focuses on assisting survivors experiencing housing issues and homelessness with the goal of obtaining permanent housing. The Housing First Coordinator will provide mobile advocacy in Douglas, Ashland and Bayfield Counties while also building and maintaining positive working partnerships with community agencies, housing authorities and landlords.

Education and Experience Required: Have coursework in Social Work, Human Services or related field and/or a minimum of one year of experience working with victims of domestic violence. Knowledge of the communities this position serves is an asset.

Essential Duties and Responsibilities:

- It is my responsibility to provide ongoing services to individuals experiencing housing issues. Services will be provided through community-based, trauma-informed advocacy, meeting the client where they are.
- It is my responsibility to network with various community agencies, housing authorities and landlords in Douglas, Bayfield and Ashland Counties and to maintain positive working relationships to improve client outcomes.
- It is my responsibility to adhere to agency policy with regards to confidentiality.

Direct Services:

- Respond to crisis calls by providing support, safety planning, information, and referrals to resources.
- Assess eligibility for permanent housing stabilization whether via diversion, eviction prevention, or rapid-rehousing, and provide resources and referrals for safe interim shelter, if available.
- Provide services and referrals intended to address significant barriers to housing stability – e.g. health services, employment and/or educational supports.
- Work to remediate specific rental barriers such as poor credit and past housing debt, negotiating debt reduction with creditors and prior landlords as needed.
- Utilize available referral resources to identify and access meaningful permanent housing opportunities, and work to develop positive relationships with landlords and property managers.
- Help individuals tour neighborhoods and properties, connect with landlords, and complete and submit housing applications.
- Provide the services and financial assistance (either directly or referral) necessary for clients to apply for and move into housing (e.g. ID's, application fees, security deposits, first month's rent, furnishings, etc.) and facilitate lease completion.
- Provide clients with basic tenant education concerning rights and duties of tenants and landlords, as well as assistance to learn specific lease provisions and tenancy rules.

- Once the client is housed, continue to provide case management focused on safety and housing stability or utilize referral to CASDA outreach services.
- Share back-up responsibilities on evenings and weekends.
- Promote CASDA services to ensure community members are aware of resources for victims and survivors of abuse.
- Perform public education on behalf of the organization.

Facility Maintenance:

- Clean and maintain work area and contribute to the cleanliness of the main office.

Administration:

- Compile and maintain all direct service statistics performed by the Housing First Coordinator on a weekly basis within CASDA's database. Compile and maintain grant statistical reports and submit as scheduled.
- Maintain a narrative report and turn in to the Executive Director and the Director of Program Services by the 5th of each month.
- Maintain and submit time sheets on a weekly basis into CASDA's online time-keeping system.
- Compile and maintain all Mileage Reimbursement Forms and turn in to the Director of Program Services on a monthly basis.
- Compile and maintain all Purchase Requests pertaining to the Housing First Program and turn in to the Director of Program Services on an as needed basis.

Conduct and Behavior:

- Must have the ability to remain open to new ideas and adapt to change.
- Must have the ability to establish rapport and maintain cooperative working relationships with colleagues and community members, seeking guidance if required.
- Must have the ability to communicate with sensitivity, compassion and clarity, taking into consideration the needs and feelings of others.
- Must have the ability to represent CASDA with positivity, credibility and professionalism.

Other Duties:

- Attend staff meetings, in-services, retreats, etc., as scheduled.
- Attend at least one professional job training related to your job description per year.
- Other duties as assigned by the Executive Director and/or Director of Program Services.
- Share in general cleaning of Main Office as scheduled.

Knowledge, Skills and Abilities Needed:

- Knowledge of and experience working with domestic violence, sexual assault and child abuse.
- Must have the ability to interact with individuals from diverse backgrounds, i.e., race, color, religion, sex, sexual orientation, gender identity, national origin, disability, and genetic information.
- Must have the ability to set clear, professional boundaries and maintain confidentiality.
- Must have the ability to handle crisis situations in a calm, effective manner.
- Must have the ability to be self-directed yet work effectively as a team member.

- Must have basic computer skills including knowledge of Microsoft Word and Excel.
- Must have the ability to speak to the public and one-on-one regarding the issues of abuse in a knowledgeable, skillful manner, and in accordance with CASDA's mission and philosophy.
- Must have knowledge of area resources available to assist the clients we serve.
- Must have the ability to handle multiple tasks simultaneously and have excellent organizational skills.
- Must have the ability to complete effective oral and written reports and must be able to meet deadlines consistently.
- Must have a valid driver's license, own reliable transportation, and provide proof of auto insurance.

I HAVE READ THE ABOVE JOB DESCRIPTION AND UNDERSTAND ALL OF THE DUTIES OUTLINED HEREIN.

Employee Signature

Date

Supervisor Signature

Date