

**EHC LifeBuilders
Job Description**

POSITION: Senior Housing Coordinator
PROGRAM/LOCATION: Boccardo Reception Center, San Jose
SUPERVISOR: Senior Program Manager

PROGRAM SUMMARY:

Housing Services Partnership (HSP) is collaboration with the City of San Jose and EHC LifeBuilders to provide deposit assistance and one way bus fare to individuals who are homeless in the city of San Jose.

DUTIES/RESPONSIBILITIES:

Direct Client Service (60%)

- Resolve emergency housing situations for low income residents living in San Jose.
- Assist participants in finding and securing housing.
- Assess client need and make appropriate referrals to service providers and/or provide financial support as needed.
- Connect clients to mainstream services and other programs to assist with their housing and financial needs.
- Assist client with completing HSP's application for financial assistance.
- Provide deposit assistance, bus tickets, and other financial support.
- Perform habitability inspections in units for which clients are receiving deposit assistance
- Lead outreach efforts in order to serve the program's target number of clients
- Counsel clients in money management, budgeting, self-help, and other areas that promote self-sufficiency.
- Perform 90 day, 6 month, and 12 month follow- ups with client to check current housing status.

General (40%)

- Supervision of program staff, being available to direct reports as needed
- Monitor program spending and provide weekly reports to the Sr. Program Manager
- Review applications for completeness and eligibility before seeing approval from the Sr. Program Manager
- Represent EHC and the program appropriately to volunteers, donors, outside agencies and the general public
- Collect, manage and track all program data
- Work with supervisor on grant tracking and reporting
- Collect and maintain thorough and accurate records of client data and final resolution in accordance with HSP policies and procedures
- Maintain HMIS database by entering client data daily
- Ability to effectively collaborate with multiple community agencies including HSP partners
- Responsible for collaborating landlords, property owners and various service agencies in regards to rental disputes and to ensure workable solutions for clients
- Work with individual landlords/site managers to address client tenancy issues/problems.

- Develop links with potential resources for the clients, including local government and community partners
- Help and maintain a safe and secured environment for all participants.
- Attend all meetings and trainings relevant to this position and other duties as assigned by Sr. Program Manager

QUALIFICATIONS:

Education and Experience

- BA in social services, psychology, and/or related services field or equivalent combination of education and experience in a community-based agency, non-profit organization, substance abuse program or mental health agency
- Experience working with the homeless population preferred
- Experience in customer service preferred

Skills, Abilities, and Knowledge

- Ability to work with people of diverse social backgrounds and professional rank
- Ability to take direction
- Ability to manage a budget
- Strong written and oral communication skills
- High level of flexibility and ability to prioritize appropriately
- Ability to present oneself and the agency professionally to internal and external audiences
- Ability to work as a member of a team
- Ability to work independently and multitask

Characteristics

- Sensitivity to the needs of homeless individuals and families
- Observant of the environment and the people within it
- Desire to continually develop skills and increase knowledge
- Values being part of a coordinated team
- High level of professionalism with internal and external audiences
- Strong sense of accountability

Other

- Valid CA Driver's License
- Reliable personal vehicle
- Ability to lift up to 30 lbs on occasion
- Ability to complete housing inspections, which may require walking up stairs and bending over