

Tompkins Community Action

an active community can produce powerful change

JOB TITLE: Supportive Housing Coordinator

STATUS: Non-Exempt

DEPARTMENT: Housing Services

SUPERVISOR: Supportive Housing Manager

Job Summary:

The Supportive Housing Coordinator is responsible for day to day implementation of supportive housing program activities. *Supportive Housing is affordable housing with onsite services that help formerly homeless, disabled residents live in dignity in the community.* This position provides quality, integrated services to meet resident goals and program plans that support housing stability, employment and/or education goals, engagement outcomes, and family re-unification; including coordinating with community service providers. Responsibilities include creating goal plans, supporting action steps, tracking outcomes, adherence to policies and procedures as well as meeting Local, State and Federal housing regulations and building safety.

Job Responsibilities:

Program Implementation: (85%)

- Provides day to day service delivery by supporting residents navigation of services and community resources, develop and move forward resident goal plans and provide crisis management support.
- Implements supportive services in a way that engages the resident, promotes positive tenancy and life skill building. Supports resident accountability by utilizing “teachable moments” for residents as opposed to a consequence driven/ punitive approach.
- Provides supportive services to residents from move in until move out; includes developing resident directed goal plans, creating action steps and connecting residents with appropriate resources needed to meet goals; includes a minimum of one scheduled meeting per week.
- Plans, implements and participates in resident program activities that support community building, goal attainment and housing stability skill building (including fiscal education and budgeting, paying rent on time, employment preparation and search activities, educational support, and identification of volunteer activities).
- Provides life skill training and works intensively on individual needs to remove barriers to self sufficiency. This may include providing 1:1 hands on support or developing resident workshops and actively bringing in community partners and resources as related to resident goals.
- Completes resident assessments at intake, quarterly and at program exit; documents and completes reporting as defined in program procedures.
- Informs and encourages adherence to building rules and lease; includes documentation of incidents and reporting as required and defined in program procedures.
- Plans and facilitates participation in monthly Resident Group meetings; encourages resident participation in the planning and implementation of events including inviting community partners to attend, providing program information and resource opportunities.
- Coordinates and makes referrals to community collaborators to ensure access and awareness of community resources for residents.

- Plans and facilitates regular resident activities that meet interests and promote a positive sense of community and group participation.
- Conducts monthly health and safety unit inspections to encourage and support responsible habits and identify possible maintenance issues; completes appropriate follow up, documentation and reports as defined in program procedures.
- Ensures a safe physical environment for residents to prevent and reduce injuries and illness; addressing issues as they present themselves and notifying supervisor of any unsafe condition.
- Notifies Supervisor immediately when Emergency Responders are on site for any reason.
- Completes daily building walk through upon arrival to identify maintenance issues at site and completes appropriate follow up documentation requests when maintenance is needed.
- Completes daily cleaning tasks to maintain facility and model appropriate life skill behavior.
- Works with staff team to provide program support for all residents; includes evenings and week-ends as determined appropriate.

Program Reporting: (10%)

- Completes and submits daily End Of Shift report to supervisor and team prior to ending shift.
- Completes Incident Report Forms as required by program procedures.
- Maintains file documentation and site facility binder as defined by program procedures.
- Maintains and processes required program documentation including HMIS intake, updates and discharges.
- Compiles monthly and quarterly program service delivery outcome reports detailing program outcomes, resident achievements, events of note, and progress on goal plans for all residents.
- Completes Incident Report and submits to supervisor following crisis intervention/management; include the IPD Case Record Number as applicable.

Other: (5%)

- Actively ensures the health and safety of all residents, visitors, and staff. This includes modeling all Covid-19 protocol, and procedures as instructed by supervisor.
- Notify supervisor immediately of any imminent safety concerns regarding building and/or resident safety/security.
- Meets regularly with supervisor and services staff discussing priorities, work scopes, and program enhancement.
- Participates in staff meetings to enhance and expand the program coordination and delivery.
- Participates in agency and community events, as directed.
- Manages the timely distribution of donated goods to residents.
- Attends trainings and identifies professional development opportunities.
- Completes initial and ongoing data entry for agency wide intake tracking system.
- Other duties and responsibilities as assigned, which may include nights and weekends

Required Knowledge, Skills and Abilities:

- Promote Agency Mission and adhere to policies, procedures and guidelines as defined by TCAction and program funders.
- Ability to understand and interpret federal, state, and local regulations.
- Excellent oral, interpersonal and written communications skills.
- Planning and organizational skills, attention to detail and work prioritization.
- Ability to work with organizations and agencies to enhance networking and collaborations.
- Knowledge of computer functions, competence using Microsoft Office Suite and related programs
- Bi-Annual satisfactory physical including TB test (Mantoux or Chest X-ray)
- Maintain knowledge of, and act as, mandated reporter
- Maintain First Aid, CPR and bi-annual Serv-Safe credentialing
- Physically able to bend, stoop, kneel, climb, run short distances, stand for long periods and lift up to 50 lbs.

Minimum Qualifications:

- High school diploma or equivalent.
- Two years employment experience in housing related programs.
- Meet TCAction criteria for satisfactory driver's license in order to access agency owned vehicles and access to personal transportation for work related activities.

Print name _____ Signature _____ Date _____