



Small steps lead to large strides.

Job Description: Shelter Housing Coordinator/Homeless Outreach Support

Reports to: Director of Programs

Dorothy Day House is seeking an on-site Housing Coordinator to be responsible for assisting current shelter guests with services and applicable program aspects with the goal of permanent housing stability. This position includes time spent off-site in supporting Dorothy Day House's outreach team. This is a contracted one-year position slated to begin in September 2021. The HC will help with daily resident needs, linkage/referral services to local social service agencies and will work closely with guests in their housing searches. The guiding philosophy of DDH services is that every individual has strengths and the ability to make positive changes in their lives. We value the diversity, determination, resiliency, and strength that all our participants bring to Dorothy Day House programs and services.

The Housing Coordinator (HC), under the direct supervision of the Director of Programs, is responsible for assuring quality service to all program participants and management of their caseload in a compassionate and professional manner as it relates to housing placement. Objectives include assessment of individual needs, maintaining accurate information in HMIS, assisting in making guests "document ready" and supporting guests in housing applications and searches. The HC should have a working knowledge of Alameda County and City of Berkeley requirements for successful housing matches. The ideal candidate is reliable, patient, and outgoing with the ability to engage a challenging population. We are looking for an HC who has a strong desire to make a difference in the lives of others and a clear understanding of the dynamics surrounding homelessness.

This is a Part-Time, contracted position with the potential for a Permanent Full-Time position

ESSENTIAL FUNCTIONS:

Provide strong program leadership for creating and implementing services that are trauma-informed and use harm reduction as a core philosophy, while using a positive reinforcement development framework for program participants.

Provide leadership, guidance, and direct services to participants with professional excellence that aligns with the Dorothy Day House mission/ vision and core values.

Facilitates linkage to DMV, employment services, physical and mental health partners.

Works collaboratively with local community partners regarding referrals and on-site visits.



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Provide a consistent meeting schedule w/ shelter guests in creating and implementing case plans and housing goals. Works collaboratively with BACS (Bay Area Community Services) to provide housing resolution and support participant needs.

Have a clear understanding of confidentiality and the value of building and maintaining trust with our participants.

Able to articulate the Dorothy Day House mission and program outline to potential donors, City of Berkeley officials, and visitors.

Clear knowledge of HMIS requirements and system.

Full knowledge of PSH (Permanent Supportive Housing), RRH (Rapid-ReHousing), NED (Non-Elderly Disabled), and other housing assistance programs to fulfill the mission of housing stability for shelter guests.

Support Dorothy Day House with Homeless Outreach services to be coordinated with Outreach Services manager and Director of Programs.

Awareness of safety issues.

ADMINISTRATION

Coordinate with other social service teams to meet program goals identified in the case plans to enhance successful outcomes and provide meaningful service.

Ensure that homeless outreach and other service contracts are accurate and compliant with established industry and organizational standards.

Keep accurate records and attention to detail.

Participate in HMIS data collection activities.

Understand your role as a court-mandated reporter to report abuse, neglect, and harm.

CASE MANAGEMENT

Familiar with CTI-Critical Time Intervention, setting attainable goals within a specified and specific time period.

Utilize core principles of evidence-based treatment, harm reduction, trauma-informed care, and mental health first aid.

Maintain accurate and complete client case records and data in HMIS.

Meet clients where they are in housing stability and assess them for appropriate services, referrals, and other needs as appropriate and without discrimination.



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Provide case management for clients with varying degrees of occupational, social, cultural, and medical impairments hindering self-sufficiency and work toward removing housing barriers

Ensure complete adherence to all industry, field, and organization confidentiality best standards, requirements, and regulations.

QUALIFICATIONS

Three-Five years of outreach, case management, and housing navigation

Bachelor's degree or greater in relevant social service or psychological field and/or 2 years experience providing social services to homeless or vulnerable populations.

Ability to work in a non-sedentary position.

Familiar with HMIS and COB reporting systems

Full knowledge and understanding of the dynamics surrounding homelessness.

Has great judgment with a proactive approach with the ability to meet individuals "where they are at".

Ability to work in a fast-paced environment with many distractions.

CA Driver's License

Salary for this position:

\$21.00 per hour

This position has no medical benefits.

Job Types: Full-time, Contract

COVID-19 considerations:

All Staff, Participants, and Partners are required to always wear masks and participate in temperatures and Covid-19 screening questionnaires.