

Position Title: **Transitional Housing Program Coordinator**  
Direct Supervisor: **Programs Director** Full-time Position

## **I. GENERAL DESCRIPTION**

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- A. Under the direction of the Programs Director, the Transitional Housing Program Coordinator will be responsible for the direction, implementation and on-going evaluation of the WRC Transitional Housing Program.
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## **II. MUTUAL RESPONSIBILITIES**

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- A. Complete Crisis Intervention, Emergency Advocacy, and Mandated Reporters training.
  - B. Ensure continuity of services by sharing On-Call, Hotline, and Administrative Front Desk responsibilities as the need arises or as assigned.
  - C. Attend all required WRC meetings.
  - D. Enter service data information in VAdata as program requires.
  - E. Receive and log donations on appropriate form and submit weekly to Office Manager.
  - F. Teach topical units during Crisis Intervention and/or Emergency Advocacy trainings and provide volunteer supervision as program requires.
  - G. Speak to community groups about sexual and domestic violence and/or WRC services as assigned.
  - H. Represent the WRC at meetings or public events as assigned.
  - I. Maintain a clean and orderly private office space and common area.
  - J. Meet weekly with supervisor, participating in the WRC's on-going Communications & Performance Evaluation Plan (The Plan). Communicate clearly and timely issues of performance with supervisor.
  - K. Obtain approval from direct supervisor for all assistance requested by other Program Coordinators.
  - L. Carry out other duties as assigned by direct supervisor or the Executive Director.
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## **III. JOB RESPONSIBILITIES**

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### **A. Coordinate the Transitional Housing Program**

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- 1. Coordinate all aspects of the Transitional Housing Program.
  - 2. Establish goals for Transitional Housing Program each fiscal year.
  - 3. Facilitate regular ongoing program staff meetings.
  - 4. Provide ongoing supervision and guidance to all Transitional Housing staff including implementing and documenting The Plan with supervisees throughout the year. Provide supervisees clear and timely feedback on issues of performance.
  - 5. Facilitate individual quarterly supervision meetings with transitional housing staff.
  - 6. Provide or arrange for appropriate training and technical assistance for Transitional Housing Program staff and volunteers as needed.
  - 7. Assess and evaluate the program on an ongoing basis including annual review of the program guidelines and protocols.
  - 8. Coordinate with the Volunteer Coordinator to ensure Transitional Housing Program information is covered during Crisis Intervention training.
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## B. Building and Apartment Management

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1. Maintain a clean, safe living environment.
  2. Perform routine apartment inspections.
  3. Oversee the cleaning and maintenance of empty apartments.
  4. Coordinate the Adopt-an-Apartment program for empty apartments.
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## C. Direct Services

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1. Assist residents in identifying and obtaining their goals.
  2. Provide appropriate individual counseling and/or advocacy services.
  3. Provide clients with intra-agency referrals and/or referrals to other agencies as needed.
  4. Provide information and referrals on housing, public assistance, education, and job training to residents.
  5. Assist residents in accessing community services by providing transportation and/or assistance completing application requirements.
  6. Plan and facilitate monthly Community Meetings.
  7. Assist with community activities for adults and families.
  8. Provide follow-up support services when appropriate.
  9. Assess the housing, financial, educational and job-training needs of residents.
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## D. Supervision of Program Volunteers

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1. Interview volunteers interested in the Transitional Housing Program.
  2. Provide training to program volunteers specific to the Transitional Housing Program.
  3. Provide consultation and supervision to program volunteers and participate in the volunteer's evaluation as needed to meet school or other requirements.
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## E. Grants Management

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1. Review all workplans related to the work of the Transitional Housing program.
  2. Train program staff annually on grant workplan(s).
  3. Ensure ongoing implementation and evaluation of workplan(s) by program staff.
  4. Complete and submit regular grant reports as directed.
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## F. Program Reporting System

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1. Maintain appropriate records and statistical information.
  2. Document community education on Monthly Public Education Reports and submit monthly to Community Engagement Coordinator.
  3. Oversee collection of program statistics and write monthly, quarterly, bi-annual, and/or annual reports as required.
  4. Ensure that service data is entered into VAdata in a timely fashion.
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## IV. QUALIFICATIONS

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- A. Master's degree in human services related field and five years of related experience.
- B. Must have an understanding of the issues of sexual and domestic violence.
- C. Demonstrated ability to provide leadership and program coordination.
- D. Ability to provide crisis intervention.
- E. Ability to utilize computer programs including word-processing and spreadsheets.
- F. Ability to deliver WRC services in a culturally sensitive manner.
- G. Ability to remain patient, calm, and professional when working in crisis situations.

- H. Ability to work some evening, weekend, and holiday hours.
  - I. Must have reliable transportation and valid driver's license.
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**Certification of receipt of this job description**

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Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

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Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_

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Executive Director Signature \_\_\_\_\_ Date \_\_\_\_\_