

Position Title: **Housing Coordinator** (Case Manager and Rapid Rehousing Case Manager)  
Direct Supervisor: Executive Director Full-time Position

## **I. GENERAL DESCRIPTION**

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- A. The Housing Coordinator will be a leadership position within the organization, providing direct supervision to the Domestic Violence Program Specialist and stewarding the Rapid Rehousing Grant funds annually. This position is responsible for housing case management, case management, crisis intervention, and transportation to housing appointments; as well as preparing grant reports. The Housing Coordinator will be supervised by the Executive Director.
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## **II. MUTUAL RESPONSIBILITIES**

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- A. Ensure continuity of services by sharing On-Call and Shelter Management responsibilities as assigned.
- B. Meet weekly with supervisor, participating in the WRC's on-going Communications & Performance Evaluation Plan. Communicate clearly and timely issues of performance with supervisor.
- C. Participate in day-to-day Shelter Operations to include room turnover, resident services, supply distribution, and other operations assistance as needed and assigned.
- D. 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. Direct Services**

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1. Provide Housing Case Management for emergency shelter residents with the ultimate goal of permanent safe housing as soon as possible.
  2. Provide Case Management, Diversion and crisis intervention counseling for emergency shelter residents. Assist clients in reducing high barriers.
  3. Assess the housing, financial, and job-training needs of clients who are emergency shelter residents and provide information and referrals as needed.
  4. Provide budgeting education for clients as needed.
  5. Serve as a WRC representative and collaborate with NRV Housing Partnership to maintain Coordinated Assessment, Landlord Recruitment, and any other efforts on the regional level to assist clients permanent housing
  6. Provide follow-up assistance to clients who have been residents of the WRC emergency shelter.
  7. Provide client transportation when needed.
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### **B. Supervision of WRCNRV Housing Program**

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1. Facilitate and track program expenditures for rapid rehousing and emergency shelter program through DHCD grant.
2. Assists in the hiring process for staff supervised by this position.
3. Directly supervises the DV Program Specialist.
4. Conducts orientation and staff training for all staff supervised by this position.
5. Conducts weekly supervision and documents ongoing performance.
6. Develops performance plans for staff supervised by this position.

7. Works with the Operations Director when performance issues arise to conduct appropriate coaching or disciplinary action.
  8. Provide training to program volunteers specific to the Domestic Violence Housing Program.
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#### C. Grants Management

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1. Review relevant workplan(s) with the Executive Director annually.
  2. Ensure ongoing implementation and evaluation of workplan(s), ensuring timely completion of grant objectives.
  3. Complete and submit regular grant reports as directed.
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#### D. Program Reporting System

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1. Maintain appropriate records and statistical information.
  2. Complete client contact report and submit weekly to appropriate Night Counselor.
  3. Collect ongoing program statistics and report to appropriate staff monthly.
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### IV. QUALIFICATIONS

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- A. Bachelor's degree in related field and three years of related experience and supervision experience.
  - B. Must have an understanding of the issues of sexual and domestic violence.
  - C. Ability to provide crisis intervention.
  - D. Ability to lift and move shelter supplies up to 20 lbs and go up/down stairs.
  - 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 professional when working in crisis situations.
  - H. Ability to work some evening, weekend, and holiday hours.
  - I. Driving is an essential function of this position. Must have reliable transportation, a valid driver's license, and be insurable through the WRC's insurance policy.
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