



**FAMILY
ELDERCARE
Job Description**

Job title: PSH Program Coordinator	Reports To: Permanent Supportive Housing Program Manager
Program: Permanent Supportive Housing	Work Location: Family Eldercare, Rutherford Office
Position Status – FLSA Exempt Job Grade Classification : 115	Salary Compensation: \$58,572.80 - \$65,000.00

Position Summary:

The Permanent Supportive Housing Program Coordinator reports directly to the Program Manager. The PSH Program Coordinator will oversee day-to-day operations and Case Management services provided to residents. They are responsible for coordinating and managing the implementation of the PSH scattered site program. The PSH Program Coordinator offers direct supervision for Permanent Supported Housing program staff and monitors the effectiveness of service delivery. The position will balance the necessary support and leadership to maintain quality while triaging crisis. The Program Coordinator must be able to comply with written standards of service delivery, develop competencies and skills of core service staff, and establish collaborative team structures. The PSH Program Coordinator meets residents' needs while creating a supportive and empowering environment.

Essential Responsibilities:

Supervisory Responsibilities

- Ensure all services provided to residents align with the Supportive Housing program goals and objectives.
- In collaboration with Program Manager- recruits, interviews, and trains new and existing staff on policies, procedures and best practices.
- Supervise, organize, develop, motivate, coach, and support program staff, including case managers, counselors, and other service providers, by providing organizational structure.
- Assist program staff or Interdisciplinary team to collaborate with residents to develop person centered service plans that address their needs and promote self-sufficiency.
- Advocate for the needs and rights of clients within the community and with other service providers.
- Establish partnerships with community organizations and agencies to expand the range of services available to residents.
- Provide one-on-one (1:1), staff performance evaluations, and performance improvement plans.
- Provide ongoing training and professional development opportunities either through New Employee Orientation, in-services and external training to all staff at least quarterly.
- Assist staff with client onsite visits, respond to crisis situations, facilitate move-ins, and evaluate service delivery.
- Participate in quality assurance duties through collecting and maintaining data on service outcomes, resident progress, and program effectiveness for reporting purposes.
- Supervises electronic and written record-keeping activities, e.g., database entry, incident reports, and client records.

- Review, approve and sign the completion of progress notes, Service Plans, Financial Assistant Request (FAR) and timesheet on time.
- Ensure program staff are encouraging progressive engagement with all clients to maintain housing stability.
- Ensure compliance with budget limits, agency/funder fiscal policies, and procedures.
- Evaluate program effectiveness and make adjustments as necessary.

Program Operations

- Assist and train program staff in collecting client assessment information to determine what is important to the client and gather background information needed to develop S.M.A.R.T. person-centered goals, maintain housing stability and work with natural support.
- Provide guidance on appropriate interventions and ensure that services are delivered effectively.
- Receive and process program referrals. Assign clients based on staff and program capacity.
- Responsible for authorization of agency credit card and direct financial assistance tracking and reconciliation in direct coordination with the agency finance team.
- Review data in program & partner databases to ensure completeness and accuracy.
- Develop onboarding materials and training and provide new employee orientation. Coordinate training opportunities with outside organizations to improve service delivery and provide professional development.
- Perform quality assurance monitoring of client files and data to ensure adherence with program standards, HIPPA, and grant terms and conditions.
- Develop, implement, and update policies & procedures.
- Meeting facilitation: provide program staff with support and guidance in a group setting to enhance service provision. Facilitate group discussions surrounding program outcomes, clients, resources, training, and department needs.
- Performs other duties as assigned in order to ensure services are provided. Other duties as assigned include, but are not limited to participating in activities and/or serving in a supporting role to meet the agency's obligations.

Competencies:

- Proficiency in Microsoft Office Suite including SharePoint
- Commitment to Housing First and Trauma Informed Care principles and ending and preventing homelessness and housing instability.
- Ability to guide program staff on client's needs and coordinate client services.
- Ability to execute strong verbal and written communication skills.
- Demonstrated ability to think critically and approach challenges with an optimistic, "can do" attitude.
- Demonstrate Administrative problem-solving techniques.
- Ability to collect, analyze and share program data for the purpose of quality and outcome monitoring.
- Ability to monitor program effectiveness.
- Strong attention to detail and exceptional organizational skills.
- Ability to work efficiently and prioritize responses to changing needs of the program.
- Ability to develop and maintain strong collaborative working relationships with peers, volunteers, and stakeholders.

- Ability to cultivate and sustain professional boundaries with peers, volunteers, and external partners.
- Ability to produce quality work, adhere to contract requirements, and work independently with minimum supervision and as part of a team.
- Commitment to Diversity, Equity, and Inclusion.

Education and Experience:

- Bachelor's or Master's degree in social work or related field of study, preferred.
- 2-3 years of supervisory experience strongly preferred.
- 1-3 years' experience working with marginalized populations which must include people experiencing homelessness.
- Demonstrated ability and experience providing mentorship, supervision, program support.
- Experience and ability to analyze reports and data to identify trends and to manage teams.
- Proficiency in Microsoft Office Suite, particularly SharePoint.
- Database management experience strongly preferred.
- Non-profit knowledge or experience preferred.
- Homeless Management Information System (HMIS) database experience, preferred.
- Must have reliable transportation, valid Texas Driver's License, active automotive insurance, and a satisfactory motor driving record.

Additional Notes:

- Clear multi-state criminal background and motor vehicle driving record.

Working Conditions/Physical Requirements:

This position operates in an office environment with remote work flexibility. There will be routine use of standard office equipment such as computers, phones, and photocopiers. The role will require contact with currently and formerly homeless individuals who may have mental illness, substance use disorder, -AND/OR- trauma experiences. Program Coordinators may be exposed to cigarette smoking environments.

- Ability to interact with clients, volunteers, staff, family and outside community partners
- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards
- Ability to lift and carry up to 30 lbs.

Travel

This position requires moderate transportation and will require use of a personal vehicle. Typical workdays will be based at Family Eldercare offices with occasional community visits. Travel is reimbursed at the approved IRS mileage rate.

Acknowledgement and Review:

By signing this job description, I acknowledge that I meet the qualifications, and am able to perform all job functions, duties, and responsibilities with or without reasonable accommodations. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any Company policies, procedures, and processes based on organizational needs.

Print Employee Name:

Employee Signature:

Date: