



## FAMILY ELDERCARE

### Job Description

Job title: RRH Program Coordinator	Reports to: Rapid Rehousing Program Manager
Program: Rapid Rehousing	Work Location: Family Eldercare, Rutherford Office
Position Status – FLSA Exempt Job Grade Classification : 115	Salary Compensation: \$58,572.80 - \$65,000.00

#### **Summary:**

The Rapid Rehousing Program Coordinator provides direct supervision to rapid rehousing program staff and monitors the effectiveness of service delivery, ensures the daily operations of the program, and informs program design and decision-making by incorporating staff and client feedback. The position will balance the necessary support and leadership to maintain quality while triaging crisis, adhering to written standards of service delivery, developing competencies and skills of core service staff, and establishing collaborative team structures.

#### **Essential Responsibilities:**

##### **1. Supervisory Responsibilities**

- Provides supervision, staff performance evaluations and performance improvement plans.
- Organizes, develops, motivates, coaches, and supports the team by providing organizational structure and individual and team supervision.
- Accompany staff in the field to monitor client visits, respond to crisis situations, facilitate move-ins, and to evaluate service delivery.
- Ensure compliance with budget limits, agency/ funder fiscal policies and procedures.
- Supervises electronic and written record keeping activities, e.g., database entry, incident reports, progress notes and client records.
- Approve time off requests and bi-weekly timesheets of assigned staff.
- In collaboration with Program Manager- recruits, interviews, and trains new staff.
- Conducts consistent supervision meetings with staff.
- Review and approve direct client assistance and financial assistance requests submitted by staff.

##### **2. Program Operations**

- 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.
- Occasional direct client service may be provided in order to maintain the full capacity and operations of the rapid rehousing program.
- Develop onboarding materials and trainings and provide new employee training and 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 case managers with support and guidance in a group setting to enhance service provision. Facilitate group discussions surrounding program outcomes, clients, resources, training, and department needs.
- Conduct employee experience surveys to monitor staff needs, opportunity for growth and program efficiency. Report results to agency leadership.

### **Education and Experience:**

- 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.
- Preference for candidates with Bachelor's or Master's Degree in Social Work or related field of study.
- Preferred Homeless Management Information System database experience.
- Must have reliable transportation, valid Texas Driver's License, active automotive insurance, and a satisfactory motor driving record.
- Must be able to meet minimum standards for a criminal background check.

### **Competencies:**

Any combination of the suggested education and experience will be considered for this position. In addition, the following will be considered:

- Commitment to Housing First and Trauma Informed Care principles and ending and preventing homelessness and housing instability.
- Bilingual and/ or American Sign Language is a preferred skill.
- Demonstrated ability to work under pressure and meet deadlines while maintaining a positive attitude and providing exemplary customer service and employee experience
- Ability to exercise sound judgement, diplomacy, and maintain good working relationship across the organization and with community collaborators.
- Proficiency in Microsoft Office Suite including SharePoint
- Knowledge of community-based services and resources -AND/ OR public benefits programs
- Excellent interpersonal communication skills

### **Working Conditions/ Physical Requirements:**

This position operates in an office environment with remote work flexibilities. 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 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: