

Shelter and Housing Coordinator

Summary

The Shelter and Housing Coordinator assists residents in transitioning from homelessness into permanent housing. Provide case management to meet the needs of the residents by offering support and housing resources to all in the Emergency Family Shelter, including but not limited to: providing empowerment-based direct services to adult and child residents, determining eligibility for Guilford County housing programs, identifying private and public landlords, coordinating, and monitoring individualized housing plans, assisting staff with Emergency Family Shelter administrative and upkeep responsibilities. Ability to work weekdays, weekends, some holidays, and on-call as needed. The Shelter and Housing Coordinator reports directly to the Emergency Family Shelter Director.

Responsibilities

- Conduct weekly meetings to support adult and child residents in achieving their Individual Housing Plan of Action (IHPOA) goals
- Provide supportive services such as: housing information and housing referral, goal setting, problem solving and linkages to any needed wrap around services
- Help residents access housing resources by having knowledge of housing programs and other community service providers
- Assist residents in obtaining necessary documents in completing housing applications
- Develop and maintain a database of supportive housing resources
- Maintain professional documentation of communications with residents, community partners, and other shelter staff while maintaining compliance with agency policies and funding source requirements
- Work collaboratively with YWCA staff to provide individual support to residents
- Attend staff meetings and trainings as needed
- Promptly inform Shelter Director and building maintenance staff of shelter needs
- Adhere to all agency policies and practices including confidentiality, mandatory reporting, professional boundaries, and ethical standards
- Take appropriate steps to deal with emergency situations with the goal of maintaining the safety and confidentiality of all residents and other YWCA staff
- Properly address problems that arise with residents, respectfully revisiting guidelines and making recommendations for warnings and exit notices to Shelter Director as needed
- Model and actively promote positive, nurturing interactions between adults and children
- Assist parents in utilizing positive and non-violent parenting techniques
- Facilitate conflict resolution and cooperative communal living between residents
- Assist with the daily living needs of shelter residents, including accessing phone, food, transportation, medications, and personal care items
- Professionally represent YWCA Emergency Family Shelter at stakeholder meetings as necessary

Education and Qualifications

- College degree or equivalent experience in Social Work, Public Health or Human Services areas.
- Minimum of 1 year of experience working with individuals experiencing homelessness and/or significant poverty
- Knowledge of issues related to poverty, homelessness, mental illness, trauma, substance abuse, health issues, etc.
- Excellent overall communication skills including the ability to effectively communicate with a variety of populations
- Proficient/Excellent in Word, Excel, PowerPoint and other related computer skills
- Criminal background check
- Must possess a valid North Carolina Driver's License and auto insurance

Knowledge & Skills

- Understands and embraces the mission of the YWCA
- Effective crisis intervention skills
- Ability to connect with residents and maintain respect in all interactions
- Use of empowerment models and strength-based practices
- Knowledge of trauma informed care principles
- Ability to prepare and present effective oral and written presentations
- Ability to work independently and as part of a team

Work Schedule

- Full-Time with flexible hours varying according to the needs of YWCA Greensboro.

Salary

- Salary is commensurate with education and experience

The YWCA Greensboro is an Equal Opportunity Employer. As such, in compliance with and as required by federal and state law, all applicants are considered without regard to race, color, religion, national origin, sexual orientation, age or disability.