

Haven House Services Job Description

Job Title: SO/TLP Operations Coordinator
Department: Crisis and Homeless Services
Reports To: Director of Crisis and Homeless Services
FLSA Status: Exempt
Last Reviewed: 12/31/18

SUMMARY

Coordinates and manages street outreach and housing assistance efforts for agency's Crisis and Homeless Services (CHS) department. Collaborates with partner agencies and community resources as an advocate for homeless/street-dependent youth.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides direct supervision to all Street Outreach Program (SOP) and Transitional Living Program (TLP) staff, as well as oversight of all program activities
- Manages program referrals and is responsible for the completion of the intake and admission process for SOP and/or TLP
- Assigns cases to staff, ensuring a timely and responsive work flow in SOP and TLP through ongoing case oversight
- Oversees, in conjunction with the Director, the implementation of all program activities in accordance with program policies and procedures and in adherence to the identified best practice models including oversight of the Coordinated Entry process for Wake County youth
- Provides counseling services to SOP and TLP youth up to 5 hours per week
- Builds, strengthens and sustains collaborations with community partners that will support all outreach efforts
- Tracks staff training requirements and supports staff in completing all trainings in a timely manner
- Provides support to the Director in the completion of reports and data tracking; is fully responsible for HMIS (and any other applicable database) data entry
- Participates in community collaboratives addressing youth homelessness issues
- Develops and oversees the on call rotation schedule for after-hours calls for SOP and TLP, with the support of the Director
- Coordinates all tasks related to maintaining inventory of survival kits, snack bags and other basic needs items, to include collaborating with the Volunteer Coordinator to maintain adequate supplies used in outreach activities
- Promotes Haven House Services to youth and the community through speaking engagements and participation in outreach events
- Works with the Director in the recruitment and hiring of program staff, including orientation, onboarding and ongoing staff training and development
- Demonstrates positive leadership competencies including building and maintaining employee relationships, fair and consistent treatment among all staff, manage effective teams and work groups, create an atmosphere of teamwork and collaboration, and provide a culture of support and accessibility for staff
- Participates in agency outreach and fundraising events.
- Demonstrates a willingness to assist in other agency programs as needed.

- Acts as a custodian and demonstrates responsible and ethical use of agency property and facilities.
- Displays sensitivity to the service population's cultural and socioeconomic characteristics.
- Strives to embody the agency's Code of Ethics while working towards the agency's Mission.
- Learns and demonstrates Agency-wide Competencies including the areas of consumer and community relationships, continuous individual and agency-wide improvement, vision and purpose, respect and teamwork and positive leadership.
- Learns, develops, and models Positive Youth Development core competencies resulting in capacity to contribute to the mission of Haven House Services and be a resource to our youth and families, other partner organizations, and our community
- Other duties as assigned

SUPERVISORY RESPONSIBILITIES: Supervises Street Outreach and Transitional Living Program staff and interns

EDUCATION and/or EXPERIENCE:

Master's degree in a clinical field with two years of related experience with runaway and homeless youth required. Provisional license or eligible for provisional license required. Supervisory experience is strongly preferred. Experience with HUD funding and housing programs knowledge strongly preferred. .

Physical Demands/Working Conditions:

- Exposure to outside weather conditions
- Potential exposure to bloodborne and/or airborne pathogens
- Occasional evening and weekend hours required

Other Requirements:

- Valid North Carolina Driver's License and satisfactory driving record
- Current/valid proof of car insurance
- Personal vehicle for transporting clients
- Acceptable background report
- Negative drug screen results

Supervisor

Date

Employee

Date