

# Champaign County Regional Planning Commission

## POSITION DESCRIPTION

**Position Title:** Coordinator – Continuum of Care

**Reports To:** Program Manager or Director

**Supervises:** Interns and Volunteers

**FLSA Status:** Exempt

**Pay Grade:** 4

### **General Duties:**

- Provide support, facilitation, and direction to the IL-503 Continuum of Care (CoC), to support the body's mission to end homelessness in Champaign County through a coordinated network of resources for individuals and families who are homeless or at-risk of becoming homeless.
- The Coordinator – Continuum of Care is responsible for coordinating efforts across the CoC membership to support the CoC goals and the Homeless Emergency and Rapid Transition to Housing (HEARTH) Act regulations.
- Building and maintaining collaborative partnerships with CoC membership and affiliates, working very closely with the CoC Executive Committee.
- This position will ensure delivery of assigned duties and program services in accordance with the Agency Vision, Mission, and Values and applicable program contracts, manuals, and guidelines.

### **Specific Duties and Responsibilities:**

- Maintain CoC membership compliant with the HEARTH Act, including executed Memorandums of Understandings (MOUs).
- Conduct orientation for all new CoC members.
- Participate in webinars and trainings addressing CoC business and work, debriefing membership regarding the knowledge gained and necessary action items. At minimum, this will include in Housing Urban Development (HUD) sponsored webinars, conferences, and trainings; and Supportive Housing Providers Association calls.

- With guidance from the CoC Executive Committee, develop CoC board and CoC Executive Committee meeting agendas.
- Record minutes of the CoC Executive Committee meetings.
- Maintain up to date information on the CoC webpage, including meeting dates and meeting minutes.
- Provide facilitation, support, and direction to the IL-503 Continuum of Care
- Develop program related manuals, procedures, and documents
- Manage all responsibilities of the annual Point in Time (PIT) count, both unsheltered and sheltered count.
- Complete the annual Housing Inventory Count (HIC).
- Coordinate and support efforts of the CoC Monitoring and Review Committee.
- Maintain working knowledge of services and programs for households who are homeless or at risk for homelessness in Champaign County.
- Provide community outreach and education about the Continuum of Service Providers to the Homeless (CSPH) and local efforts of the group, work collaboratively with the RPC Communications and Public Affairs Coordinator to develop marketing strategies and materials, relaying news and updates about programs, providing background information, quotes, and other pertinent details, and being available to speak with media outlets interested in doing stories or other news relevant to CSPH.
- Support efforts to maintain up to date information of homeless specific services in the Champaign County 211 system, completing no less than quarterly reviews of the inclusion of homeless services in the Champaign County 211 system; prompting and encouraging organizations to maintain up to date information in the system.
- Coordinate trainings to enhance the work of CoC membership organizations and to meet CoC mandates, including annual non-discrimination training for full CoC.
- Lead and support a continuous quality improvement process focused on the IL-503 Coordinated Entry System (CES).
- Provide technical assistance to CoC committees and workgroups, including the Coordinated Entry System Committee.
- Work with the Coordinated Entry System Committee lead to provide guidance on relevant HUD Notices and initiatives.
- Facilitate annual completion of the Coordinated Entry System Self-Assessment.
- Attend and share information as needed regarding the CoC efforts at other community meetings (Community Coalition, Human Services Council, etc.)
- Prepare funding matrices related to the CoC Notice of Funding Application (NOFA) and Emergency Solutions Grants (ESG) allocations to support funding decisions.
- Responsible for the completion of the annual IL-503 System Performance Measures report and reviewing the information with the CoC.
- Responsible for completion of the IL-503 application for CoC program funding.
- Prepare and submit the IL-503 collective ESG application and submit to the Department of Human Services (DHS); serve as the liaison with DHS for the IL-503 ESG programs.

- Participate and/or lead community-based committees or workgroups concerning homelessness in Champaign County.
- Work with CoC member organization representatives and Homeless Management Information System (HMIS) Administrator to generate meaningful data for review and use by the IL-503 CoC.
- Support efforts of the CoC strategic workgroups.
- Prepare CoC letters of support.
- Prepare quarterly reports of progress of goals.
- Maintain a list of CoC policies, coordinate necessary reviews and updates of policies according to the HEARTH Act, and work with CoC Executive Committee to implement new policies as necessary, including preparing draft policies.
- Conduct regular outreach in the community with goal of increasing membership diversity and participation.
- Participate in Statewide groups such as the Housing Action Illinois CoC group, the Rural TA CoC Workgroup, and the Supportive Housing Providers Association group.
- Respond to surveys on behalf of the CoC, consulting the CoC's Executive Committee or relevant service providers were necessary.
- Demonstrates openness to constructive feedback about personal work habits, with a focus on continuous improvement of job performance, and growth in terms of professional development.
- Attend training as required by supervisor.
- Participate in individual supervisions, and other committees/meetings as requested/assigned.
- Share information and resources with team.
- Supports co-workers in on-boarding and ongoing development through job shadowing, mentoring, and training.
- Maximizes coordination and communication among all the Community Services programs and staff.
- Maintain up to date work schedule in Outlook calendar.
- Other duties as assigned.

### **Required Knowledge, Skills, Characteristics and Abilities:**

- Bachelor's degree preferred in social service, education, or related area. Combination of education and training may be considered.
- Skills in public speaking, networking, and training.
- Ability to pass criminal background check.
- Strong background in customer services and human services.
- Valid driver's license and ability to travel throughout Champaign County.
- Ability to attend community meetings, provide program information at community meetings, provide formal program presentations, and collect and share relevant meeting information.

- Knowledge of homeless service programs, including eligibility and application process.
- Ability to handle program and customer information in a confidential manner and report concerns as mandated.
- Ability to understand the vision, mission, and values of CCRPC and the IL-503 CoC and to implement in everyday work.
- Ability to exercise judgement in interpreting data, applying legislation, and making recommendations and decisions when limited guidance is available.
- Knowledge and respect for diverse cultures/lifestyles and problems of poverty in the community.
- Ability to react to change productively.
- Ability to follow written and oral instructions with minimum supervision.
- Ability to communicate effectively both written and orally.
- Ability to complete timely and accurate documentation.
- Ability to function professionally in stressful situations.
- Ability to work individually and as a team member.
- Ability to implement concepts learned from training.
- Ability to set work priorities and organize effectively to meet deadlines.
- Proficient in English (spelling, punctuation, grammar).
- Ability to attend worksite regularly to perform job duties and responsibilities.
- Ability to perform computer skills needed to complete grant applications, data entry and timesheets.
- Ability to obtain program specific certification(s) within twelve months.
- Ability to attend program meetings and/or training as required.
- Ability to work a flexible schedule including periodic evenings and weekends.

### Essential Functions:

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

- Travel to meetings, training, and other social service sites
- Provide community based, outreach work approximately 60% of workweek
- Complete program related functions sitting/ standing at a desk approximately 40% of workweek
- Lift and carry equipment necessary to complete work, approximately 20 pounds
- Ability to make effective decisions that result in achieving goals of the department and organization.

### Competencies:

- **Motivation to Succeed:** The willingness to take self-directed or self-motivated actions to do more than is expected in the job with the aim of improving job

performance and finding or creating new opportunities. Actively looks for challenges and is committed to meeting them. Enables others to acquire the tools and support they need to continuously improve their respective performance levels. Shows eagerness to develop. Is proactive in searching for new opportunities for both, himself/herself and for the organization, and follows up on these. Is willing to go beyond the requirements of the job and take on responsibilities that are not considered his/her own.

- **Civility:** Ability to authentically communicate one's own personal ideas, while also respecting and not dismissing other peoples' outlooks. Ability to think deeply about respectful interactions, foster collaboration, and successfully encourage others to make effective decisions that result in achieving goals of the department and the organization.
- **Collaboration:** Ability to work cooperatively with others, to be part of a team, to work together, as opposed to working separately or competitively. Collaboration applies when a person is a member of a group of people functioning as a team, but not the leader. Acts to promote good working relationships regardless of personal likes or dislikes; breaks down barriers across groups; builds good morale or cooperation within the team, including creating symbols of group identity or other actions to build cohesiveness; encourages or facilitates beneficial resolution to conflict.
- **Communication Proficiency:** Demonstrates the ability to speak to a variety of audiences in an effective and understandable manner; presents complex program related information to internal and external stakeholders; capable of communicating information in a variety of ways based on the audience.
- **Composure:** Conveys a positive image of him/herself, his/her team, and the company effectively. Understands how tone of voice, word usage, eye contact, and body language affects others' perception of him/her.
- **Cultural Competency:** Demonstrates the ability and understanding to appreciate and interact with people from cultures or belief systems different from one's own such as age, gender, ethnicity, and race in the most fair and productive way.
- **Customer Focus:** Convergence of product awareness, attitude, efficiency, and problem solving in a way that adds value to the team, role or organization. Satisfies expectations and requirements from both internal external stakeholders. Identifies customer needs and is able to provide solutions or answers to problems
- **Decision Making:** The thought process of selecting a logical choice from the available options. When trying to make a good decision, a person must weigh the positives and negatives of each option, and consider all the alternatives. For effective decision making, a person must be able to forecast the outcome of each option as well, and based on all these items, determine which option is the best for that particular situation.
- **Effectiveness:** Ability to organize work process in such a way to "get the job done" using proper tools and support, and leveraging management, peers, and team members. Completing work that has been outline in an effective manner, which includes being done in a timely fashion to meet deadlines, and in a manner, that fulfills all requirements of the work.

- **Efficiency:** Able to achieve maximum productivity with minimum wasted effort or expense.
- **Ethical Conduct:** Demonstrates a sense of agency responsibility. Driven by positive moral principles that govern their approach to their work.
- **Interpersonal Skills:** The qualities and behaviors a person uses to interact with others properly. An employee's ability to work well with others while performing their job. Knowledge of social expectations and customs. Sometimes described as social intelligence, which relies on paying attention to the actions and speech of others and interpreting them correctly as part of forming a response.
- **Problem Solving/Analysis:** Even in the most complex situations, breaks down problems into their fundamental parts, identifies their root causes, analyzes costs, benefits, risks, and chances for success of potential solutions, and creatively attacks problems in ways that lead to innovative solutions.
- **Professionalism:** Demonstrates a high-level of professional etiquette with internal and external stakeholders. Maintains tact in addressing difficult, awkward or conflicting situations. Displays consistent poise in all facets of his/her work.
- **Quality of Work:** Demonstrates a commitment to accuracy and thoroughness and is fully committed to excellence in all phases of his/her job. Identifies and resolves mistakes, errors or omissions quickly and thoroughly.
- **Quantity of Work:** Achieves maximum productivity. Is effective in using time wisely and allocating tasks to ensure that all work is completed in a timely manner.
- **Respect for Diversity:** Manages all kinds and classes of people equitably and inclusively. Respects diverse perspectives. Supports equal and fair treatment and opportunity for all.
- **Resource Management:** Ability to effectively manage all resources, such as budget, effort, time-required to achieve organizational goals and business results.
- **Team Work:** Provides assistance, information or other support for the team to build or maintain relationships with them. Works well with other team members and does not contribute to unproductive group conflict.
- **Technology:** Comfortable using technology to accomplish tasks including adapting to new technology to optimize performance.
- **Time Management:** The process of planning and exercising conscious control of time spent on specific activities, especially to increase effectiveness, efficiency, and productivity. It involves a juggling act of various demands with the finiteness of time.
- **Attention to Detail:** Pays close attention to detail to avoid errors or mistakes.

## Work Environment:

- Office work will be performed in an open cubicle environment, often involving distractions.
- Frequent near-vision use for reading and computer work

- Evening and weekend availability is required as needs of the program dictate.
- Work may include providing services in unconventional settings. These could include, but are not limited to parks, schools, libraries, while traveling in an automobile.
- With pre-approval from supervisor, office work may also be performed in a home-work environment that meets compliance with the telecommuting policy.

**Disclaimer:**

The job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. The description contains examples of duties and responsibilities that may or may not be considered “essential functions” to a particular job or position within this job class. “Essential functions” are to be determined at the position or job level within each department. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

Signature of Employee \_\_\_\_\_

Date \_\_\_\_\_

Creation Date: 5/16/19; Revised 5/25/2022