

Champaign County Regional Planning Commission

POSITION DESCRIPTION

Position Title: Shelter Coordinator

Reports To: Community Services Program Manager or Director

Supervises: Interns

FLSA Status: Exempt

Pay Grade: 4

General Duties:

- Delivery of assigned program services in accordance with Agency Vision, Mission, and Values and applicable program contracts, manuals, and guidelines.
- Deliver all Continuum of Care project services according the HUD and Champaign County Continuum of Care policies and procedures.
- Respond efficiently and effectively to individuals and families experiencing homelessness by providing prompt assessment, prioritization and connection to housing and/or services that best fit their needs, including coordination of Rapid Rehousing.
- Ensure the safety and comfort of shelter guests and staff by routinely attending to maintenance, housekeeping and procedural issues.

Shelter Coordinator Specific Duties and Responsibilities:

- Provide goal oriented and solution focused services.
- Document all service provision within 48 hours of service/contact.
- Participate on the Continuum of Care (CoC).
- Facilitate outreach events to promote Centralized Intake (CI) process and encourage participation of all: homeless service providers, and homeless individuals seeking services.

- Keep an inventory of housing and homeless service information updated at least weekly from CoC and non-CoC providers in Champaign County, with a goal of filling vacancies immediately as they occur.
- Track available funds for CCRPC Rapid Rehousing (RRH) tenant rent and supportive services, attempting to fill vacancies as they occur.
- Answer and document all incoming calls to CI, screen for eligibility and when eligible schedule formal intake appointment at CI office or other community location.
- Be prepared to fill in for Homeless Services Case Managers when needed, to meet with up to 3 homeless households daily to: assess, prioritize (based on prioritization detailed in the CoC's Coordinated Entry System manual), and identify housing and/or services that best fit their needs.
- Make soft handoff to providers ensuring that individual/household is firmly connected to services.
- Follow-up weekly with provider to determine outcome of connections.
- Enter and maintain data for CI. HMIS entries must be completed no more than 48 hours from the screening appointment.
- Make referrals to resources as needed.
- Participate in the annual Point in Time (PIT) street count as assigned.
- On-call for lockouts, ESF guest and building issues.
- Walk through and assess building each business day, note and report issues.
- Coordination with Housing Authority of Champaign County regarding building maintenance and extermination, and arrange for repairs that fall under CCRPC responsibility.
- Coordinate necessary building inspections and environmental reviews.
- Inventory and maintain office, unit and cleaning supplies.
- Report ESF vacancies to CI one week prior to departure.
- Prepare units for check in including: housekeeping, setting lock codes, issuing exterior key and laundry cards, unit inventory and restock as needed, unit inspection, and laundry, etc.
- Prepare and distribute notice to guests such as; extension, non-compliance warning, notice to leave, departure date, etc.
- Enter data for guests of the Emergency Shelter for Families.
- Organize, inventory and restock guest resource areas.
- Update ESF, CI forms and documentation of procedures per direction of supervisor.
- Assist in grant writing and presentations.
- Complete monthly and quarterly reports.
- Attend training as required by supervisor.

- Participate in team meetings and individual supervisions and other committees/meetings as requested/assigned.
- Share information and resources with team.
- Maximizes coordination and communication among all the Community Services programs and staff.
- Consults and coordinates with other systems/service providers (school, agencies) to maximize service effectiveness.
- Maintain up to date work schedule in Outlook calendar
- 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.
- Other duties as assigned

Required Knowledge, Skills, Characteristics and Abilities:

- Bachelor's degree in human services or related field; combination of education, training, and experience in the field may be considered.
- Ability to pass criminal background check.
- Strong background in customer services and human services with program's target population.
- Valid driver's license and ability to visit clients in the community as needed.
- Ability to follow program procedures while adjusting work style to meet the needs of the client.
- Knowledge of housing continuum from shelter to home ownership in service area.
- Knowledge of public assistance programs, including eligibility and application process.
- Ability to attend community meetings, provide program information at community meetings, and collect and share relevant meeting information with team.
- Ability to handle program and client information in a confidential manner and report concerns as mandated.
- Ability to understand the vision, mission, and values of CCRPC and to implement in everyday work.
- Knowledge and respect for diverse cultures/lifestyles and problems of poverty in the community.
- Knowledge of trauma-informed care principles.
- 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.
- Computer skills needed to complete case documentation, 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 to accommodate client scheduling needs including periodic evenings and weekends.

Essential Functions:

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

- Conduct program specific screenings, eligibility determinations, and assessments
- Develop individualized service/ goal plans
- Travel to meetings, training, service delivery, and other work sites
- Provide direct work with program participants approximately 25% of workweek
- Travel and/or complete non client specific program related functions sitting/ standing at a desk approximately 35% of workweek
- Provide facility oversight and program coordination tasks approximately 40% of workweek
- Lift and carry equipment necessary to complete work, approximately 20 pounds

Competencies:

- Problem Solving/Analysis
- Communication Proficiency
- Decision Making
- Ethical Conduct
- Time Management

Work Environment:

- Office work will be performed in an open cubicle environment sometimes 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

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. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

Signature of Employee _____

Date _____

Revision Date: 4/11/2018