

Champaign County Regional Planning Commission

Job Description

Position Title: Covid Relief - Homeless Prevention Program Coordinator

Reports To: Assistant Community Services Director

Supervises: None

FLSA Status: Non-exempt

Pay Grade: 3

General Duties:

The Homeless Prevention Program Coordinator provides counseling, case management, and time-limited financial housing assistance for households impacted by the pandemic and involved in eviction proceedings (at risk for, facing, or post- eviction). May also provide landlord and tenant mediation and must be knowledgeable of fair housing laws for the State of Illinois. The position will deliver assigned program services in accordance with applicable program guidelines and Agency Vision, Mission, and Values.

Specific Duties and Responsibilities:

General Counseling and Case Management:

- Knowledge and respect for diverse cultures/lifestyles and problems of poverty in the community.
- Attend Eviction Court and outreach to tenants facing eviction to offer services.
- Assist and counsel individuals in the areas of budget, credit preparation, and action plan development to obtain/maintain safe, decent, and affordable housing.
- Provide rental counseling and mediation to tenants and landlords to assist individuals in obtaining/maintain safe, decent, and affordable housing.
- Build relationships with customers to set goals and provide ongoing support to achieve goals
- Coach and counsel customers on finances and life skills.
- Provide case management to support clients applications for assistance such as rent, power, water, subsidized rent, etc.
- Conduct and record follow up actions for customers
- Handle program and client information in a confidential manner and report concerns as mandated.
- Assist with the service delivery functions of the agency

File Maintenance & Reporting

- Assist with gathering of grant application supporting documentation and reporting

- Coordinate with all necessary community resources (landlords, court officials, program administrators, etc.) to ensure that documentation is accurate, complete, timely, and satisfies all requirements and parameters of programs/services offered.
- Enter all required client documentation into client management system in a timely manner as required by agency and HUD standards.
- Create and maintain client files as required by agency and HUD standards.
- Perform special assignments and projects as needed and/or assigned by management
- Prepare weekly, monthly, and quarterly reports regarding performance and client outcomes.

Other

- Ability to understand the vision, mission, and values of CCRPC and to implement in everyday work.
- Work on special projects and reports as needed.
- Other duties may be assigned as necessary

Required Knowledge, Skills, Characteristics and Abilities:

- Bachelor's degree in human services or related field and a minimum of three years of direct client service experience; combination of education, training, and experience in the field may be considered.
- Knowledge of landlord tenant rights and fair housing laws.
- Previous community action, people in poverty, the homeless, or related experience
- Ability to develop and implement processes for program service delivery.
- Ability to learn the use of web-based systems.
- Ability to prioritize and handle emergency or crisis situations.
- Ability to pass criminal background check.
- Strong background in customer services and human services.
- Knowledge of systems of care and trauma-informed care principles.
- Valid driver's license, safe and reliable vehicle, and the ability to transport clients on occasion.
- Ability to visit home sites throughout Champaign County.
- Ability to follow program procedures while adjusting work style to meet the needs of the client.
- Possess motivational interviewing skills.
- Knowledge of treatment options, services and programs for individuals in Champaign County.
- Effective interpersonal, oral and written communication skills necessary to relate well to clients, community members, stakeholders, and funders.
- Ability to attend community meetings and interpret information presented and shared amongst participants, provide program information at community meetings, and provide formal program presentations.
- Proficiency in Microsoft Office, including Word, Excel, PowerPoint, and Google
- Excellent math, verbal, and written communication skills.
- Proven organizational skills
- Excellent case management skills, especially with the low-to-moderate income population.

- Strong ability to meet aggressive performance goals for program services.
- Excellent customer service skills with a professional demeanor, networking skills and the ability to exercise good judgment in complex situations.
- Ability to be flexible, adaptive and positive in a constantly changing environment.
- Ability to work independently without close supervision, and as a productive team member.
- Ability to work productively with distractions and shift focus as needed.
- 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.
- 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 necessary to complete case documentation, data entry, reports and timesheets.
- Ability to work a flexible schedule to accommodate program and client needs.

Essential Functions:

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

- Sitting/standing at a desk approximately 50% of workweek.
- Lift and carry equipment necessary to complete work, approximately 20 pounds.
- Ability to travel to client homes and other off-site locations to meet program needs
- Flexible schedule to accommodate evening and weekend work as required by program needs.
- Must be able to consistently demonstrate critical thinking skills and make effective and timely decisions to support the goals of the program and organization.

Competencies:

- **Attention to Detail:** Pays close attention to detail to avoid errors or mistakes.

- **Client Assessment:** Interview with client to identify individual needs, preferences, and strengths. Client assessments lead to informed decisions that impact on care planning, resources allocation and other services. The assessment process determines the most appropriate and effective way to support clients.
- **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.
- **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.

Work Environment:

- Primary work will be conducted in client homes and the community with many different variables related to pets, cleanliness, air quality, etc.
- Work will also be conducted in cubicle or office space.
- Frequent near-vision use for reading and computer work.

Disclaimer:

This document contains a description of a general class of positions within the Champaign County Regional Planning Commission Salary Administration Program. The description contains examples of duties and responsibilities that may or may not be considered to be “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.

Signature of Employee _____

Date _____

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