



Job Description

Department: Outreach

Position: HIP Coordinator

Reports to: Director of Outreach Services

Summary: The Homeless Intervention Program (HIP) Coordinator works directly with clients, meeting with them to assess their needs, care for them, and serve them. The program coordinator provides case management and financial assistance for homeless clients seeking housing before and after they are housed through the Homeless Intervention Program. This person also provides education and advocacy to help clients connect with community resources. The program coordinator administers the eviction prevention assistance, through EFSP grant funds, providing emergency rent assistance to individuals and families, enabling them to maintain their housing or obtain affordable housing. The program coordinator also updates procedures to reduce barriers and improve performance. This position also maintains appropriate documentation in MissionTracker and grant spreadsheets.

Responsibilities:

- Administer the Homeless Intervention Program: pre-screen eligibility through the VI-SPDAT, schedule the appointments, and meet one-on-one with individuals to help them secure housing and on-going case management to help maintain housing for 3 months.
- Assist clients with household budgeting and money management, as needed.
- Record client information, progress notes, and services rendered into the Charity Tracker database.
- Complete necessary documentation required by appropriate funding sources.
- Develop knowledge base of and partnerships with publicly supported programs and guidelines offered by local, state, and federal agencies.
- Evaluate and update policy and procedures in HIP to reduce barriers and provide optimal services.
- Document clients in HMIS, in HIP, Coordinated Entry list.

Qualifications

Personal

- Spiritually mature Christian.
- Flexibility in working with volunteers and interns.
- Welcoming demeanor when interacting with clients.

Education and Experience

- Bachelor's degree required, preferably in the area of social services or related field.
- Master's degree preferred.
- Must have experience with direct-client work.
- Experience in working as part of a team.
- Experience with MS Word, and Excel.

Knowledge

- Knowledge of client-centered case management approach.
- Familiarity of community resources preferred.
- Fluency in Spanish desired, but not required.

Skills and Abilities

- Effective oral and written communication skills.
- Ability and stamina to serve and care of people with varying physical and mental disorders.
- Strong organizational skills and ability to prioritize tasks.
- Ability to maintain a high level of confidentiality and discretion.
- Flexibility; able to manage changing priorities per needs of the clients.
- Ability to operate standard office equipment for tasks such as timekeeping, reporting, and documentation.
- Ability to operate a vehicle to transport clients as needed. Specific insurance coverage also required.