

Southwestern Wisconsin Community Action Program, Inc.

Job Description

Job Title: Housing/Outreach Coordinator

Exempt (Y/N): No

Salary Level: 5

Location: Dodgeville

Department: Housing

Supervisor: EHH Program Manager

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Date: 5/14/2019

Approved By: Walter Orzechowski

Date: 5/16/2019

SUMMARY: Plans organized and coordinates a variety of Southwest CAP homeless programs by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following. Other duties may be assigned.

Job Description

This position works to end homelessness by locating available units of housing and collaborating with service providers to match people experiencing homelessness with rental units. The Housing *Outreach* Coordinator is responsible for developing and maintaining relationships with property owners and managers, and promoting tenants' self-sufficiency, integration into the community, and permanency in housing. Primarily responsibility is for the day-to-day operation of the Coordinated Entry System for SW CAP's jurisdiction.

OBLIGATIONS

- Answer inbound crisis calls from citizens in need of assistance. Maintain a non-judgmental attitude when speaking with inquirers.
- Conduct VI-SPDAT assessment for homeless and unstably housed citizens.
- Record information into the HMIS database in a timely manner and ensure accuracy.
- Provide referrals to the appropriate resources.
- Evaluate applicant eligibility for housing assistance programs.
- Explain housing programs to applicants.
- Evaluate/verify applications for accuracy.
- Mail application packets to clients after initial eligibility is completed within 24 hours.
- Conduct interactive interviews and assessments with applicants.
- Maintain list holder responsibilities set forth by the Wisconsin Balance of State Continuum of Care. Maintain the HMIS and non-HMIS Prioritization Lists.
- Review HMIS and non-HMIS Prioritization Lists for homeless and prevention.
- Run weekly Prioritization Lists by local coalition.
- Attend Coordinated Entry Committee meetings.

- Maintain knowledge of SW CAP programs and other service agency programs. Make referrals to Crisis Navigator.
- Must be able to obtain VI-SPDAT certificate and complete all training required.

SKILLS:

- Must have analytical skills and abilities
- Must have a high degree of computer operation skills
- Must have the ability to handle multiple tasks
- Must possess a high level of interpersonal skills
- Must have excellent verbal and written communication skills
- Must have the ability to work under pressure and meet deadlines
- Must have the ability to maintain confidentiality
- Must possess the ability to maintain accountability and work independently
- Program monitoring to assure compliance with rules and regulations.
- Present program goals through public speaking, written and electronic media.

Other tasks as may be assigned or required.

SUPERVISORY RESPONSIBILITIES: None at present time.

QUALIFICATION REQUIREMENTS:

- High school diploma or GED with at least one year of related experience.
- Effectively communicate verbally and in writing.
- Proficient with Microsoft Office programs and the overall use of computers and general office equipment.
- Must have a valid driver's license and have access to a reliable car with insurance coverage.
- **PHYSICAL REQUIREMENTS:** While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; sit; talk; and hear. While performing the duties of this job, the employee is occasionally required to stand, walk, and lift and/or move objects. Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Receives general supervision from the EHH Program Manager.

LANGUAGE SKILLS:

Ability to read, analyze and interpret professional journals, technical procedures, complex documents and governmental regulations. Ability to write reports, business correspondence, and articles. Ability to effectively present information and respond to questions from groups of managers, public groups, clients and the general public.

REASONING ABILITY:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS:

Must have a valid Wisconsin Driver's license. Must have access to an automobile. Must have liability insurance in force for the vehicle used for program business; or must have the ability to meet the transportation requirements of this position. HMIS certification.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools or controls. The employee frequently is required to stand, walk, sit, and talk or hear.

The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing duties of this job, the employee frequently travels in varying weather conditions.