



## POSITION DESCRIPTION

**JOB TITLE:** Housing Coordinator – Ryan White Housing Services

**REPORTS TO:** Homeless Services Manager

### POSITION OVERVIEW:

The Housing Coordinator works with the Homeless Services team and Health Services Medical Case Managers to ensure effective and efficient housing and case management services are provided to Ryan White-eligible individuals in need. The Coordinator works with the team to track and monitor program spending, ensure high standards of programmatic data quality standards are met, and develop client-driven, strengths-based housing stability plans to assist individuals experiencing a housing crisis.

### RESPONSIBILITIES AND DUTIES:

- Schedules and completes intakes primarily in person for individuals and families seeking housing services within 72 hours of receiving a referral.
- Develops client-driven housing plans to overcome barriers to housing stability.
- Determines financial eligibility using the client's unified RW eligibility through the subrecipient's agency.
- Coordinates financial assistance and other support services to prevent individuals from becoming homeless and to maintain their health status.
- Processes housing and utility payments in a timely manner, including collecting all required financial documentation and submitting check requests for approval. Emergency events, such as utility disconnection, will be evaluated for payment within the same business day as needed.
- Conducts outreach to develop a network of landlords willing to rent to homeless and/or at-risk individuals.
- Engages in housing search and placement (HSP) activities to ensure the transition of individuals facing a housing crisis into permanent housing. HSP can include but is not limited to, providing landlord contact lists, weekly open unit listings, coordinating with landlords to locate upcoming unit openings, attending unit viewings with clients, reviewing leases, etc.
- Conducts inspections to ensure unit standards are met.
- Acts as a third party to mediate and resolve disputes between clients and landlords.
- Meets with clients regularly to ensure client-driven plans to achieving housing stability are being satisfactorily implemented. Home visits must be performed according to the minimum standards outlined in the policies and procedures of the Ryan White Non-Medical Case Management guide.
- Utilizes the Housing First model, strengths-based practices, and trauma-informed care in all client case work.

- Provides referrals to community resources.
- Coordinates services for clients with the CCS HOPWA Housing Coordinator, CCS Health Services Medical Case Managers, and other partners and cooperating agencies.
- Maintains accurate client data and records services, case notes, and all other program information into the Ryan White PROVIDE Database and the Homeless Management Information System (HMIS) as directed by program guidelines and supervisors. Enters correct billable units in the Lauris billing system in a timely manner.
- Maintains grant tracking spreadsheets, client files, denial records, and all other information in compliance with agency and grantor guidelines as outlined in the Homeless Services Handbook.
- Works with HMIS support staff, the Homeless Services Manager, and the Director to ensure data quality standards are met.
- Complies with ongoing reading of guidelines and manuals to keep up with the most current eligibility and service requirements of the grant programs (at least annually).
- Keeps abreast of available community resources by attending information-sharing meetings and conducting community outreach.
- Attends weekly Ryan White Case Management meetings with the Medical Case Managers at the Health Services downtown office.
- Attends all required Ryan White Part B trainings and/or conferences as needed to attain/maintain certifications and keep abreast of HIV best practices, housing laws, and issues.
- Attends all Housing Coordinator meetings and trainings.
- Assists in providing needed data for reports and other technical documents.
- Assists with file review and correction prior to monitoring activities by funding organizations.
- Cross-trains for all Housing Coordinator positions so continuation of RRH, Housing Prevention, and HOPWA services can be maintained when other staff are out of the office. Housing coordinator will ensure separate grant hours are tracked in monthly Time & Effort reports.
- Participates and assists as requested in Council of Community Services projects and programs.
- Acts with integrity and respect to assist those in need and enhance the program's credibility with clients and in the community.

## **REQUIRED SKILLS AND ABILITIES:**

- Knowledge of Microsoft Office Suite and the skills needed for its use. Willingness and ability to learn other computer programs such as the HMIS software.
- Excellent written and verbal communication skills.
- Ability to work within diverse populations.
- Compassionately and respectfully assist those in need.
- A valid driver's license and reliable transportation is required.
- Ability to work as a team and provide collaborative services.
- Attention to detail.
- Knowledge of Ryan White Part B services, as well as criteria in which clients must qualify for the program.
- High level of HIV care and treatment knowledge.

**EDUCATION AND EXPERIENCE:**

High School Diploma or GED required

Experience with HIV+ population preferred

Experience in housing and/or human services

One to three years of experience in an administrative role

**CLASSIFICATION:** Full-time, non-exempt