

JOB ANNOUNCEMENT

(Please see end of document for application information)

POSITION:	Housing Support Coordinator (Program Coordinator II)
DEPARTMENT:	Community Services
REPORTS TO:	Manager II
SUPERVISES:	Case Manager II
SALARY GRADE:	7 (\$20.11 to \$25.13 per hour*) *Candidate offers consider experience, qualifications and internal equity
FLSA STAUS:	Non-Exempt
SCHEDULE:	FT (40 hrs/wk; Monday through Friday; 8:00 am- 5:00 pm)
LOCATION:	Cornwall Ave.
BENEFITS:	The Opportunity Council provides a strong benefits package that includes three weeks paid vacation annually, health leave, and holidays (including personal holiday(s)). Retirement plan includes employer contribution equaling 5% of pay. Paid health insurance for employees plus voluntary flexible spending account, dental, vision, life/ADD and long term disability insurance, along with a culture that supports staff and their families.

JOB SUMMARY:

Responsible for the ongoing/daily operation of one or more programs within Homeless Housing. Supervises program related staff. Reviews staff work files, database management, reporting and assists with ongoing program development. Supports the human services community and its efforts to work together to support the needs of low-income people.

ESSENTIAL FUNCTIONS/RESPONSIBILITIES:

1. Provides staff supervision, including training and development, and performance evaluation along with all related personnel paperwork.
2. Responsible for the daily-related program coordination such as program eligibility, program requirements, and file and database management.
4. Works with Community Services housing case management staff providing leadership, guidance, and oversight in program implementation and service delivery.
5. Assists Program Manager with ongoing program development.
6. Monitors direct service funding in assigned programs.
7. Maintains current knowledge and understanding of major systems that homeless populations encounter and the resources they may access.
8. Maintains current, accurate and confidential records and provides reporting and tracking information for data management systems.

EDUCATION/EXPERIENCE REQUIREMENTS:

- Bachelor Degree in Human Service or a related field. and
- Minimum of two (2) years' related experience.
- Valid Washington state driver's license is required at time of hire.
- Three-year driving abstract required at time of hire.

SKILLS AND ABILITIES REQUIRED:

1. Interpret and/or discuss information with others which involves terminology or concepts not familiar to many people, occasionally provide advice and recommend actions involving less complex issues.
2. Capability for independent, creative thinking in collaboration with others to address operational, or service issues.
3. Time-management and leadership skills.

4. Record keeping skills; ability to obtain and maintain accurate, detailed and confidential notes and client files specific to program requirements.
6. Demonstrated organizational skills related to building program/group work/community.
7. Ability to assist in developing and maintaining a computerized database.

WORKING CONDITIONS:

Work is generally performed in a fast-paced office environment with frequent interruptions and crisis situations. Majority of work centers on direct case management services and procedures that require a high degree of confidentiality, tactfulness and respect for clients from a variety of economic and ethnic backgrounds. Periodically requires travel within the agency's service areas for community resource networking, meetings, special workshops, speaking engagements and other job related professional activities.

JOB PURPOSE:

Provides day to day program coordination and staff supervision

ESSENTIAL FUNCTIONS/RESPONSIBILITIES:

- Facilitates delivery of services
- Provides internal and external training
- Supervises staff including VISTA and AmeriCorps members and/or volunteers
- Reviews work of others for program compliance and accuracy
- Maintains relationships with community partners
- Participates in community outreach activities
- Tracks and reports program data and outcomes
- May research and respond to funding opportunities
- May provide direct service

OTHER RESPONSIBILITIES:

- Plans and facilitates meetings
- Other related duties as assigned.

EDUCATION/EXPERIENCE REQUIREMENTS:

- Four year degree,
- Two years of experience, or
- Year for year experience to replace degree

SKILLS AND ABILITIES REQUIRED:

Competencies:

- Team Player: Shares resources, responds to requests from other parts of the organization, and supports larger legitimate organization agendas as more important than local or personal goals.
- Critical Thinking: Takes initiative, anticipates next steps, and problem solves issues to keep the work moving forward.
- Integrity: Thinks and acts ethically and honestly, applying ethical standards of behavior to daily work activities,
- Customer Orientation: Views the organization through the eyes of the customer and goes out of his/her way to anticipate and meet customer needs.
- Cultural Competency: Respects and interacts effectively with people of diverse cultures and socio-economic background; has an awareness of his/her own cultural worldview and its impact on perspective.
- Team Management: create and maintains functional work units, understanding the human dynamics of team formation and maintenance.
- Organizing and Planning: has strong organizing and planning skills that allow them to be highly productive and efficient; manages time wisely, and effectively prioritizes multiple competing tasks.
- Industry Knowledge: understands the general workings of nonprofits, within which the organization functions; monitors activities and trends within these arenas and maintains a current knowledge base.

- Written Communication: writes clearly and concisely, composing informative and convincing memos, e-mails, letters, reports, and other documents.
- Results Orientation: maintains focus on outcomes and accomplishments; motivated by achievement, and persists until the goal is reached,

Supervisory Responsibilities/Skills:

- Instructs/trains
- Reviews work
- Provides feedback
- Coaches/counsels
- Evaluates performance
- Maintains standards
- Selects new employees
- Assigns work
- Plans work of others
- Coordinates activities
- Acts on employee problems

Other Skills:

- Solves practical problems
- Explains technical data/information in understandable terms
- Performs arithmetic calculations
- Exchanges basic information or data
- Follows written or verbal instructions
- Composes routine and, occasionally, complex correspondence
- Occasionally speaks/presents publicly
- Occasionally proofreads written communication

Equipment:

- Personal computer/laptop/printer
- Copier/fax/scanner
- Various software programs and data bases
- Telephone

PHYSICAL, SENSORY, ENVIRONMENTAL QUALIFICATIONS:

R = rarely O = occasionally
 F = frequently

Physical Activity	F	O	R
Sitting			
Stationary standing			
Walking			
Crouching (bend at knee)			
Kneeling/crawling			
Bend at waist			
Twisting (knees/waist/neck)			
Climbing			
Grasping			
Driving a car			
Repetitive motions (keyboard/data entry)			
Lifting/Carrying: 10 lbs.			
Sensory Activities	F	O	R
Talking (in person/on phone)			

Hearing (in person/on phone)	I		
Vision for close work	I		

TO APPLY:

Application and application instructions may be found at: www.opcco.org/employment/

Paper copies of the applications may be picked up at:

Opportunity Council

1419 Cornwall Ave.

Bellingham, WA 98225

Applications must be received no later than **4:00 pm, Wednesday, July 25, 2018.**

A private nonprofit Community Action Agency working as a catalyst for positive change in our communities and the lives of low-income and disadvantaged people - serving Whatcom, Island, San Juan, Skagit, and Snohomish counties. EOE