Youth Housing Care Coordinator

Position Description

**PRIMARY PURPOSE**

The Care Coordinator will recruit, coach, and provide comprehensive housing stabilization and support services to homeless and at risk of becoming homeless youth, individuals, and families.

**DUTIES AND RESPONSIBILITIES**

* Develop a comprehensive understanding of the state and federal rules and regulations of the programs administered in the Housing Department, including but not limited to HUD and DHS Regulations
* Collect data to determine program eligibility based on assessments administered
* Provide comprehensive case management services aimed at reducing academic, personal, environmental, income and work-related barriers that prevent participants from obtaining or securing housing
* Maintain contact with program participants via telephone, mail, email and face-to-face interactions
* Conduct community outreach to identify potential members
* Enter participant information into designated data reporting system(s) in a timely manner
* Provide walk-in assessments that determine eligibility for youth-targeted programs within the Aazhoomon collective
* Provide proper Housing Quality Standard inspections per HUD guidelines
* Maintain accurate and up-to-date participant files
* Develop and maintain relationships and partnerships with community based organizations and landlords that lead to enhanced services for participants
* Connect participants to community resources to address individual/family needs
* Report on the effectiveness of the referral and if any of the needs are unmet
* Ensure confidentiality of all data to maintain compliance with federal, state, and local laws, regulations, policies and procedures
* Provide information on services offered at various outreach events
* Must be a self-starter, work independently and within a team environment
* Prioritize and plan work activities and use time efficiently and effectively
* Maintain a good working relationship with co-workers, funders, vendors and other organizations relevant to the homeless program and/or community action agency

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**DUTIES AND RESPONSIBILITIES continued**

* Attend required meetings, training, seminars, and conferences as needed/required to enhance expertise and professionalism in agency activities as scheduled by the Director and/or funding source, outside agencies, etc. to fulfill job/project(s) requirements
* Perform all other duties as assigned by supervisor and/or executive director
* Travel to various locations during the day and occasional overnight stay(s) will be required
* All other duties as assigned

**SKILLS/KNOWLEDGE REQUIRED**

* Associate’s degree in business administration, real estate, public administration, social service or a housing related field preferred
* Minimum of one to two years of experience working with single adults, families and/or youth who have experienced long-term homelessness is desirable
* Effectively organize, prioritize, solve problems and handle multiple tasks while maintaining high quality of work and meeting deadlines
* Work independently, with minimal supervision, as well as within a team environment
* Experience in maintaining detailed records on a computer system and handwritten documents
* Be a positive ambassador of NWICDC and its mission
* Be able to work under pressure, in stressful situations and sometimes with frequent interruptions
* Display a positive, professional and respectful demeanor at all times toward employees, peers, professional contacts and participants
* Excellent communication skills; verbal and written, and listening
* Must be able to relate and communicate effectively in various environments with a diverse set of members and community partners
* Ability to maintain confidentiality of organization proprietary information, members, program participants and staff
* Pass a criminal background check and illegal drug screen
* Demonstrated working knowledge of Microsoft Office Suite
* Ability to relate, communicate and respond competently and positively with an understanding of indigenous traditions, lifestyles and worldviews with a focus on Anishinaabe culture, or willingness to learn indigenous worldviews and philosophies in program development and implementation

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***Pay range starts at $23/hour to $25/hour DOQ***

**DISCLAIMER:**

*The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, or to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job. Successful employment is dependent on passing a criminal background check and drug screen. We are a second chance employer and a criminal background does not preclude one from employment at NWICDC. Unsuccessful illegal drug screen and/or unacceptable criminal background outcome will result in revocation of employment offer.*

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Employee Signature Date

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Supervisor Signature Date

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Executive Director Signature Date

**(rev3\_11/21/2023\_jmk)**