



POSITION: Families Housing Retention Coordinator

SUPERVISOR: Housing Manager

CLASSIFICATION: Full-time, Hourly, non-exempt

LTHC MISSION: Lafayette Transitional Housing Center, Inc. (DBA LTHC Homeless Services) is a non-profit organization which provides housing, offers supportive services and other opportunities that will support housing stability for people who are experiencing homelessness in our community.

POSITION SUMMARY: The Families Housing Retention Coordinator assists families experiencing homelessness to find appropriate permanent housing solutions. They will work with each family to address issues that may hinder housing stability (examples: income, evictions and arrears). Offers supports to families to allow them to sustain permanent housing.

ESSENTIAL FUNCTIONS

- Meet with each family to create a Housing Stability Plan. These meetings will include, but not limited to:
 - Goal setting for housing, income and healthcare connections
 - Create housing barrier assessment and work with each family to overcome those barriers
 - Income supports, including employment resources or benefit enrollment
 - Securing needed documents for housing solution
 - Referrals to other community partners for supportive services
 - Other activities pertinent to the attainment of self-sufficiency
- Ensure that services provided are guest-directed, respectful of individuals' right to self-determination
- Monitor participants' housing stability and be available to resolve crises, at a minimum during the time rapid re-housing assistance is provided
- Maintain follow-up contact with on-going guests until resolution
- Maintain HMIS data entries in a timely manner
- Evaluate effectiveness and assist in formulating strategies that will enhance programming
- Advocate on behalf of guests' best interest, as needed

Additional Responsibilities

- Maintain confidentiality of all guests enrolled in LTHC services
- Make off site visits, as needed
- Create monthly housing reports
- Assist with supportive services
 - Food pantry
 - Clothing
 - Meals
- Attend staff meetings, as required
- Ability to represent organization at social and professional functions
- Contribute to a positive work environment
- Follow company policies and procedures

- All other tasks as assigned

QUALIFICATIONS AND REQUIREMENTS

- Associate's Degree in social work or related field; or, a minimum, three years experience in a directly related field
- Valid driver's license and ready, dependable access to transportation. Must maintain vehicle liability insurance and provide copy for personnel file
- Experience working within diverse communities
- Knowledge of homeless services programming and federal grant requirements preferred
- Ability to remain calm and focused in volatile situations
- Ability to develop and maintain appropriate behavior/boundaries with others
- Strong verbal and written communication skills
- Ability to work independently and as a member of a team
- Serve as a passionate and informed advocate for ending homelessness
- Passion for Human Services and servant leadership
- Must maintain philosophy of the TEAM Approach (Together Everyone Accomplishes the Mission)

PHYSICAL REQUIREMENTS

To perform the essential functions of this job, the employee is regularly required with or without reasonable accommodation to sit, stand, bend and reach with manual dexterity sufficient to operate standard office machines such as computers, fax machines, copier, telephones and other office equipment. May require lifting up to 50 pounds. Requires normal range of hearing and vision.

ACKNOWLEDGEMENT

Acknowledgement of this position description does not constitute a contract of employment. This position can be modified at any time for any reason by the management of LTHC Homeless Services.

Employee Signature: _____

Date: _____

CEO _____

Date: _____