

**Job Description:**

Housing First Program Coordinator

**Supervised by**

Director of Advocacy & Prevention

**General Position Information**

40 hours a week

$19.00 - $23.00 an hour DOE

Non-exempt

Eligible for benefits package which includes dental, vision, medical, life, and alternative healthcare insurance. Ability to enroll in retirement fund.

**To apply** please send a cover letter, resume and three professional references to Lynn Boulè at lboule@wafwc.org

**Summary of primary job functions**

Housing First Program Coordinator (HF Coordinator) position is part of the Advocacy & Prevention Department which includes the Services for Children & Youth and Services for Survivors of Domestic Violence programs. Under the supervision of the Director of Advocacy and Prevention, the HF Coordinator oversees the Housing First and Community Education program operations. The HF Coordinator provides overall supervision and management of program staff and volunteers, ensures grant’s service standards, grant objectives, fiscal accountability and compliance are met. HF Coordinator endorses agency values, ensure adherence to policies and procedures and uphold the agency mission to provide support and services so that women, children, & families will have the opportunities and skills to thrive.

**Duties and responsibilities**

* Provide leadership in developing and implementing programs’ missions, goals and projects in compliance with standards outlined by the funding sources and Walnut Avenue Family & Women’s Center (Walnut Avenue).
* Ensure program is run within budgetary alignment of the agency as well as fiscal accountability/compliance with all local, state & federal regulations and standards.
* Improve the well-being of individuals living in Santa Cruz County utilizing a strength-based, trauma-informed approach of education, skill building and support.
* Increase awareness and education about domestic violence within Santa Cruz County thereby improving our community response to Family Violence.

**Program Management**

* Oversee daily program operations including support/supervision and scheduling for staff and volunteers deliver of mobile direct services to participants; collaboration with community partners; ensuring quality management of service provision; and supporting staff and volunteers with grievances and crisis situations as they arise
* Coordinate program components based on department and agency standards
* Collect, organize and maintain accurate program data to meet reporting requirements and deadlines
* Utilize data and program evaluations to improve programs as appropriate
* Meet regularly with direct supervisor and staff to discuss key issues effecting the program
* Provide direct service to participants as needed

**Personnel**

* Recruit, hire, develop, supervise, evaluate, coach/discipline program staff and volunteers
* Provide support and professional development for staff and volunteers
* Oversight and providing training for certifying Volunteer Advocates
* Oversight for management of volunteers who will be supervised by staff members/task supervisors within your department
* Facilitate program meetings and trainings efficiently and to grant requirements

**Budget, Finance &Fundraising**

* MOU management
* Implement and fulfill appropriate requirements of all funding sources
* Meet with public officials and other community members as required to enhance program support
* Participate in fundraising activities by writing letters, presenting, and stimulating the activities of staff and others in direct fundraising activities
* Maintain assigned program budgets, monitor expenditures accordingly
* Be responsible for developing and maintaining sound financial practices
* Grant Management

**Community Education**

* Supervise Community Education in accordance with grant requirements including workshops and Parenting Classes.
* Maintain close contact and cooperative working relationships with law enforcement criminal justice, social services, medical, child care, housing/homeless services programs, educational, property managers, landlords and other community agencies.
* Provide outreach and education to community based organizations regarding domestic violence, agency services and the being an ally to survivors of domestic violence.
* Positively and professionally represent the agency in the community.
* Sit on committees and attend community meetings.
* Community outreach to local businesses, technical programs, work experience programs and related entities to support grant requirements and the needs of participants.

**Job Specific Knowledge, Skill & Abilities**

* **Certified** **Domestic Violence Advocate** with **required** documentation of minimum 40 hours of training.
* Management and/or supervisory experience.
* 2 years’ experience working with Survivors of Domestic Violence.
* Experience working and our knowledge of working with local agencies, resources and local government.
* Evidence and/or demonstration of strong leadership skills to set and achieve priorities, guide and manage programs & staff.
* Skilled in public speaking and/or presenting.
* Effectively utilize a strength-based, trauma informed approach to provide crisis intervention support, peer counseling, information, and referrals to promote the physical, emotional, and behavioral safety of participants to address both their immediate and on-going needs and goals.
* Capacities to assess, prioritize, and manage multiple tasks simultaneously in a fast paced and ever changing environment with minimal supervision.
* Ability to efficiently evaluate and problem solve complex issues.
* A strong commitment to working with participants with multiple co-factors including: domestic violence, substance abuse, poverty, social oppression, homelessness, and additional factors such as the internalized effects of racism, sexism, homophobia and other marginalizing issues.
* Ability to effectively deal with participant-related crisis situations.
* Knowledge of issues facing multicultural and multilingual communities.
* Create and maintain participant files.
* Ability to maintain a helpful, proactive, non-judgmental and friendly attitude that strengthens the participant/advocate relationship.
* Must have a current class C driver’s license and be comfortable with driving agency vehicles regularly and providing transportation for program participants. Presentation of current driver’s license and proof of insurance is required upon hire and throughout employment.
* Results oriented: ability to identify and address opportunities to improve, ensuring Director of Advocacy & Prevention is kept in the loop as appropriate.
* Highly competent interpersonal communication skills; strong written communication skills
* Ability to work evenings and weekends on occasion as needed including back-up on 24 hour hotline.

**Agency Specific Knowledge, Skill & Abilities**

* Bilingual (English/Spanish) helpful but not required.
* Knowledge of CalOES grant management helpful but not required.
* Apricot database experience helpful but not required.
* Competent computer skills including basic Microsoft Office knowledge.
* Commitment to attend staff and department meetings.
* Ability to professionally represent the agency through appropriate demeanor and attire.
* Capable of working collaboratively and independently.
* Maintain a high level of self-awareness and healthy boundaries with participants.
* Desire to self-reflect and evaluate personal beliefs, biases, values, attitudes and actions.
* Maintain and practice a comprehensive self-care routine.
* Maintain flexibility regarding job roles and duties.
* Ability to apply the strength-based model to support volunteers and co-workers.
* Ability to manage volunteers including creating a welcoming environment, setting clear expectations, having healthy boundaries and addressing performance issues.
* Capacity to assess, prioritize and manage multiple tasks simultaneously in a fast paced and ever changing environment with minimal supervision.
* Ability to efficiently evaluate and problem solve complex issues.
* Fluent and articulate writing abilities.
* Commitment to maintain a mutually respectful & supportive work environment that values and empowers team members to collectively accomplish program goals.

LGBTQ encouraged to apply for positions at Walnut Avenue Family & Women's Center.

It is the policy of Walnut Avenue Family & Women’s Center to provide equal employment, volunteer opportunities and services to participants (EEO) to all persons regardless of ancestry, age, color, national origin, disability (physical and mental, includes HIV and AIDS), genetic information, race, religion (includes religious dress and grooming), gender, sex (includes pregnancy, childbirth, breastfeeding and/or related medical conditions), sexual orientation, gender, gender identity, gender expression, marital status, military or veteran, request for FMLA or any other characteristic protected by federal, state or local law.