

Family Resource Center Job Description

Job Title: 211 Homeless Coordinator
Department: 211
Reports To: 211 Call Center Coordinator
FLSA Status: Non-Exempt
Grade Level: 05
Prepared Date: July 2023
Hourly Range: \$21 to \$26.25

Family Resource Center (FRC) employee responsibilities include becoming familiar with all programs operated by FRC. Each employee will understand the funding terms and conditions of his/her program or position.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Work closely with the Program Supervisor and Director of Community Resource and Referral Programs to provide coordinated entry to the homeless callers who qualify for permanent housing

Work with the Senior Data Analyst to review the 211 database to verify and audit the data on a routine basis in compliance with Alliance of Information and Referral Systems (AIRS) standards.

Acquire and maintain a high level of familiarity with the 211 I&R database, and community organizations whose services are listed in the database, especially the housing providers

Identify any 211 callers as homeless and provide referrals to health and social service resources.

Enter appropriate data into the SJCoC's Homeless Management Information System (HMIS) of which Central Valley Low Income Housing Corporation is the lead.

The 211 Homeless Case Manager will complete the VI-SPDAT Assessment as appropriate to identify those with the highest vulnerability for homelessness.

Work closely with the housing providers as well as Whole Person Care and Behavioral Health to provide wraparound case management to the homeless callers.

Prepare reports for community partners and funders as directed by the Program Supervisor and Director.

Provide support to 211 Call Center operations, including: answering and forwarding calls; research referrals; receive and send emails/texts, responding to staff's questions and needs.

Prepare for audits and observation (announced or unannounced) to test compliance with 211 San Joaquin policies and procedures, AIRS standards and for staff development purposes.

Promote 211 San Joaquin Information & Referral services at public events, community meetings and other venues. Conduct 211 presentations for the San Joaquin CoC board and CES Subcommittee.

Learn new 211 programs and campaigns quickly in order to assist in the implementation of the new programs.

Demonstrate a positive attitude and initiative as an enthusiastic team member in order to assist in providing leadership for the call center's staff.

Attend all staff or team meetings and training as required including participating in the monthly SJ CoC and CES monthly meetings.

Assist with the preparation and publication of the resource database.

Complete special projects as assigned by Management.

Be knowledgeable in the Five9 and iCarol systems and understand the different campaigns that the call center has in order to make systematic changes as needed.

Be familiar with all FRRC programs (SCC, Food Program, R&R, JRLV, Home Visitations, EHS, etc.) in order to represent the agency at community meetings.

Train new staff and work closely with the Program Supervisor on the training materials and schedules.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individual to perform essential functions.

Proven leadership ability and experience working in the community with social service agencies, specifically housing providers.

Exemplary communication and customer service skills in dealing with the public.

Knowledge of community programs and resources available in San Joaquin County.

Ability to work as a team lead, as well as the ability to take responsibility and make decisions.

Excellent office skills computer knowledge.

Able to read, write and speak English. Able to communicate professionally verbally and in writing.

Able to handle multiple tasks and projects.

Must be able to work flexible work hours/days as needed.

Valid driver's license, automobile, and proof of insurance.

Alliance of Information and Referral Services certification (AIRS) required after 12 months in the position.

ATTENDANCE IS AN ESSENTIAL FUNCTION OF THIS JOB.

EDUCATION and/or EXPERIENCE

A.A. plus two years of experience working with the homelessness community and shelter/housing experience required or an equivalent combination of education and experience.

Knowledge and experience of database management. Experience with the Homeless Management Information System (HMIS) preferred.

Some supervisory or leadership experience required.

Our programs are on a yearly contract basis.

APPROVAL SIGNATURES:

Chief Operations Office: _____ **Date:** _____

Chief Executive Officer: _____ **Date:** _____

Human Resources Director: _____ **Date:** _____