



Homeless Services Network of Central Florida (HSN) Position Description

Position:	Community Resource Coordinator, Level II
Department:	Coordinated Entry Systems
Supervised By:	Coordinated Entry Systems Access Supervisor
Supervises:	None
FLSA Status:	Exempt/Regular/Full-time
Effective Date:	February 1 st 2020
Salary Range:	\$35,000-\$40,000
How to apply:	Email Cover Letter and Resume to hsnteam@hsncfl.org

Position Summary

Homeless Services Network (HSN) of Central Florida is committed to the vision of “Everyone making their way home.” HSN’s mission is leading the Central Florida's community-wide effort to end homelessness through collaboration, strategy, capacity building and effective stewardship of knowledge and resources. HSN will accomplish this mission by Delivering excellence in system improvement; ensuring effective resource management; giving trustworthy expertise; while always honoring people. The Community Resource Coordinator II is responsible for the support, development and implementation of the CES, with a focus on activities related to accessing the homeless response system, creative diversion solutions, and coordination of partner providers.

Skills and Abilities

Excellent verbal and written communication skills with ability to lead, facilitate and participate in collaborative partnerships; ability to work with minimal supervision and exercise good judgement; coordination and problem-solving skills; ability to handle multiple tasks and manage competing demands; critical thinking, problem solving and interpersonal skills; excellent computer skills and familiarity with Excel, Power Points, Google suite; previous experience in HMIS a plus. Must have prior work experience managing budgets. Any professional computer or IT certifications a plus; customer service and training background is recommended. **Dual language speakers are preferred.**

Essential Duties and Responsibilities

The Community Resource Coordinator II is responsible for the support, development and implementation of the CES, with a focus on activities related to people experiencing homelessness accessing the homeless response system, creative diversion solutions, and coordination of partner providers. Responsibilities include but are not limited to:

- Collaborate with and support community service providers by delivering high quality technical assistance, program support and training.
- Creating a Creative Solutions Cohort for other providers practicing diversion techniques.
- Monitoring outcomes using HMIS and other tracking methods.
- Coordination with a team of 3 Community Resource Specialists.
- Review and track incoming referrals for one-time housing assistance, ensuring the referrals are complete and in compliance with grants and funding sources.
- Track funding spend down, and review reimbursement requests from community partners.

- Ensure that all client documentation and recordkeeping are maintained in compliance with federal, state and local laws and regulations.
- Collaborate and coordinate with local service providers to ensure client's housing needs are addressed.
- Facilitate trainings for CoC stakeholders and partners covering topics related to Diversion, Housing First, Coordinated Entry, and general best practices.
- Support activities at Community Access Points, including diversion conversations, completing assessments, and HMIS data entry, on an as needed basis.
- Represent Homeless Services Network at community meetings and events.
- Participate in on-going trainings, including HMIS, Cultural Competency, Trauma Informed Care, Motivational Interviewing, etc.
- Run Biweekly/Monthly Reports to monitor outcomes, capacity and evaluate needs.
- Coordinate annual participant feedback and housing retention.
- Work as a part of a highly collaborative team and community of service providers.
- Perform other duties as assigned.
- Act as a liaison between individuals or families experiencing a housing crisis and supportive services, landlords, and community agencies.
- Identify and establish partnerships with local landlords.
- Work flexible hours, when needed. (i.e. nights and weekends)

Education and Experience

A Bachelor's degree in Human Services, Public Administration, Social Work, or related field; or equivalent background with five (5) years of experience working with homelessness, poverty, housing, mental health and human services.

Qualifications and Requirements

- Interest and passion about HSN's mission with the ability to promote and communicate HSN's philosophy, mission and values to external and internal stakeholders.
- Strong relationship builder and communicator with a customer service focus.
- Ability to learn, understand and adhere to HUD guidelines, policies and procedures.
- Ability to work cooperatively and collaboratively with all levels of employees, management, and external agencies to maximize performance, creativity, problem solving, and results.
- Ability to learn best practice models, including: Housing First, Mental Health Recovery, Harm Reduction, and Trauma Informed Care. Ability to communicate effectively both verbally and in writing.
- Knowledge of and experience in working with HMIS and other spreadsheets and databases.
- Proficient in MS Office (Word, PowerPoint and Excel) and computer usage to include email, internet and presentations.
- Experience leading small and large meetings or workgroups a plus.
- Familiarity with homelessness, poverty, housing, mental health, recovery and human services.
- Possess valid driver's license and have access to properly registered vehicle.

Certificate, Licenses, Registrations

- Hold a valid driver license in accordance with HSN's Motor Vehicle Policy
- Ability to use one's personal vehicle for daily duties with reimbursement.

Physical Demands

While performing the duties of this job, the employee is regularly required to communicate in person or by telephone. The employee is frequently required to stand, walk and bend; to use his or her hands to finger, handle or feel objects, tools or controls; and to reach with his or her hands and arms. The employee must also be able to sit for extended periods of time. The employee must occasionally lift and/or move object weighing up to 40 pounds.

Work Environment

The position involves attention to detail and extensive organizational skills. The employee will work as part of a team as well as interface with clients, agencies and funders. The employee will spend significant portions of time in the field, and sometime in the office setting. The employee will likely encounter and be expected to address challenges associated with clients' experiences with long-term homelessness, mental health and substance abuse concerns, and other barriers to obtaining decent, affordable housing. This is a full-time position requiring 40 hours per week. Additional hours are occasionally required. Work generally occurs Monday through Friday between 8:00 a.m. and 5:00 p.m.

Conditions of Employment

- Provision of satisfactory references and completion of background investigation check
- Completion of a pre-employment drug screening as well as post-employment drug or alcohol tests upon reasonable suspicion of use
- Demonstrated computer literacy, which may be assessed through pre-employment testing.
- Completion of HSN new employee orientation and ALL required paperwork prior to reporting to work
- Compliance with all HSN Policies and Procedures.

This job description is not intended to provide, and should not be construed as providing, an exhaustive list of all responsibilities, skills, efforts or working conditions associated with a job. They are meant to be accurate reflections of the principal job elements essential for making fair and informed decisions about the job. Veterans and formerly homeless individuals are encouraged to apply.

Homeless Services Network of Central Florida [HSN] provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, HSN complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.
