



**Job Description:
Cross Park Place Lead Coordinator**

Position Title: Cross Park Place Lead Coordinator

Key Responsibilities:

1. Build rapport and maintain positive professional relationships with tenants, service providers, and other community partners.
2. Intervene and appropriately de-escalate crisis situations while providing oversight and supervision so that a safe and healthy environment is maintained at all times.
3. Work within a team of coordinators, case managers and on-site service providers to ensure continuity of care, this includes attending team meeting weekly and agency-wide meetings/trainings.
4. Record and maintain accurate documentation in a timely manner, including but not limited to collateral contact, medical, face-to-face, and property management.
5. Ensure that individual rights are protected, all services are confidential, and no information is shared without consent.

Reports to: Permanent Supportive Housing Manager

1. Key Responsibility (40% of time): Build rapport and maintain positive professional relationships with tenants, service providers, and other community partners.

So That:

- A trauma-informed workplace is achieved and maintained demonstrating a balance of kindness, competence and care toward self, others with whom we work, and those for whom we provide care.
- You operate from a Housing First approach.
- You deliver high quality crisis intervention and seek appropriate support to assist in difficult or emergency tenant situations.
- You respond to tenant concerns in a timely manner.
- You maintain a high level of professionalism at all times.
- You demonstrate a high-level of advocacy for tenants within community settings both private and public.
- Build positive relationships with community partners to ensure a high level of collaboration to best serve populations served.
- Maintain a high level of professionalism with vendors and respond to requests in a timely manner.

2. Key Responsibility (30% of time): Intervene and appropriately de-escalate crisis situations while providing oversight and supervision so that a safe and healthy environment is maintained at all times.

So That:

- You respond to tenant concerns in a timely manner.
- Maintain a high level of professionalism at all times.
- You maintain the cleanliness of the building and upkeep of the grounds.
- You deliver high quality crisis intervention and seek appropriate support to assist in difficult or emergency tenant situations.
- A trauma-informed workplace is achieved and maintained demonstrating a balance of kindness, competence and care toward self, others with whom we work, and those for whom we provide care.



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3. Key Responsibility (10% of time): Work within a team of coordinators, case managers and on-site service providers to ensure continuity of care, this includes attending team meeting weekly and agency-wide meetings/trainings.

So That:

- Actively engage with tenant goals and care plans, department matters, and support other staff when crises arise.
- Attend and are actively engaged in required agency meetings, such as all-staff, department meetings, supervision and are actively engaged in required trainings.
- Collaborate with on-site service providers to ensure continuity of care for all tenants.
- You complete other duties as assigned by the Permanent Supportive Housing Manager.

4. Key Responsibility (10% of time): Record and maintain accurate documentation in a timely manner, including but not limited to collateral contact, medical, face-to-face, and property management.

So That:

- You obtain training in the property management system, Yardi, and keep the system up to date.
- Confidentiality in tenant information is always maintained.
- Successfully complete HMIS training.
- All documentation is completed in a timely manner, including any relevant program record keeping programs, entries into HMIS, Yardi, staff log, and other agency required paperwork.

5. Key Responsibility(10% of time): Ensure that individual rights are protected, all services are confidential, and no information is shared without consent.

So That:

- Confidentiality in tenant information is always maintained.
- Appropriate program forms pertinent to tenant information and confidentiality are organized, as complete as possible, and secure

Qualifications:

1. Minimum of high school diploma or GED, bachelor's degree preferred.
2. 1 year of experience working with persons in poverty or with disabilities preferred.
3. Commitment to operating within a trauma-informed workplace that demonstrates a balance of kindness, competence and care toward self, colleagues, and populations served.
4. Ability to assess and respond responsibly in a wide variety of situations and crises.
5. Proficiency in Windows based computer environment and Microsoft Office Suite.
6. Good written, verbal, and interpersonal communication skills.
7. Ability to work independently, prioritize multiple tasks, and be flexible in job duties & schedule

This position is full-time and comes with health, dental, vision, retirement, flexible savings, and dependent care savings benefits. Interested applicants should submit their resume and cover letters to Brittany Rodriguez at [hr-staff\(AT\)shelterhouseiowa.org](mailto:hr-staff(AT)shelterhouseiowa.org). Applications will be accepted on a rolling basis and interviews will be scheduled accordingly and an offer will be made when a successful candidate is identified. Shelter House is an equal opportunity employer and United Way agency.