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.
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. 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.