



COMMUNITY BRIDGES
PUENTES DE LA COMUNIDAD

Posted: February 24, 2023
Open Until Filled

\$1,000 HIRING BONUS

(After completion of 6-month probationary period)

POSITION: HOMELESS EMERGENCY AID PROGRAM COORDINATOR
(BILINGUAL/BILITERATE ENGLISH/SPANISH PREFERRED)

PROGRAM: MOUNTAIN COMMUNITY RESOURCES
A PROGRAM OF COMMUNITY BRIDGES

Community Bridges envisions a thriving community where every person has the opportunity to unleash their full potential. Our family of ten programs delivers essential services, provides equitable access to resources, and advocates for health and dignity across every stage of life.

POSITION DESCRIPTION: Under general supervision by the Program Director, the Homeless Emergency Aid Program Coordinator provides a combination of direct human services and referrals for community members experiencing homelessness. The incumbent collaborates with community partners and program staff, manages a caseload of clients, collects and reports data, and performs other duties as required to provide clients with access to resources that offer stability and hope for the future.

DUTIES AND RESPONSIBILITIES:

Direct Client Services:

- Greets clients over the phone and in person, assesses their needs, and provides them with information and/or referral to any relevant services; maintains a database of current community resources and services.
- Works with a defined caseload of clients to assess, plan, implement, coordinate, monitor, and evaluate the options and services required to meet the client's health and human service needs and goals.
- Helps clients obtain, complete, and submit applications and forms for a variety of services, including health insurance, education, employment, and others.
- Participates in multi-disciplinary teams to coordinate client services.
- Collects, organizes, and records data about clients and services; enters data into a centralized system, and complies with the reporting requirements of all funders.

- May transport clients as needed.
- Serves as a State Mandated Reporter for vulnerable populations.

Program Coordination:

- Maintains a caseload of clients seeking shelter, housing, and permanent homes using the Smart Path coordinated-entry system.
- Works with the Program Director and Operations Manager to coordinate and supervise MCR's hygiene program including monitoring shower use, cleaning facilities, and ordering supplies.
- Works with the Operations Manager to oversee MCR's locker program, including monitoring use and disposing of items not permitted.
- Contributes client-level and program-level data to the Santa Cruz County Homeless Management Information System (HMIS), including up-to-date VI-SPDAT assessments.

Administrative Support:

- Supports the Program Manager in a variety of areas, including drafting and reviewing documents and preparing reports as required by funders.
- Performs outreach to raise program visibility in the community—represents the program at events, distributes informational material, and maintains contact with other relevant organizations and government bodies.

Professional Conduct:

- Completes all training requirements, including maintaining any accreditation, as required by Community Bridges and its funders; engages in ongoing training and development to ensure effective programming.
- Attends all required staff meetings.
- Assists in the training of new staff.
- Communicates and works effectively and respectfully with people from different racial, ethnic and cultural groups and from different backgrounds and lifestyles; demonstrates a knowledge of and sensitivity to their needs. Will work with specialized populations that may include the homeless, foster families, youth on probation, and others.
- Develops and maintains positive community relationships with clients, coworkers, supervisors, partners, stakeholders, and the public.
- In accordance with the Community Bridges Customer Service Plan, provides excellent customer service to clients, colleagues, and the public.
- Performs other duties as assigned.
- May be required to work at other Family Resource Collective sites as needed.

Job descriptions are intended to be illustrative only; they are not designed to be restrictive or to define each and every assigned duty and responsibility. In an organization of this nature, each employee is expected to perform such duties as necessary to fulfill the stated goals of the agency.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Best practices in case management of homeless services;
- Best practices in serving people experiencing homelessness, addiction, and mental health issues;
- Universal precautions; as it relates to health and safety in a community based program;
- Social service programs and other community resources, as well as their eligibility and enrollment requirements;
- Standard office practices and procedures, including filing, record keeping and gathering of detailed information;
- The particular challenges facing those experiencing homelessness and best practices for helping them overcome those challenges;
- Recent county and state initiatives to address homelessness crisis in Santa Cruz County;
- Effective outreach and marketing principles and practices.

Ability to:

- Work collaboratively in a challenging environment;
- Think critically;
- Manage competing priorities;
- Work independently and in a team;
- Maintain organized, accurate information and records;
- Communicate effectively with diverse populations;
- Build effective working relationships within a multi-disciplinary team;
- Write clearly and concisely;
- Use a computer, including word processing, email, spreadsheets, and data management programs, as well as other ancillary office equipment;
- Recognize confidential information and maintain it appropriately.

OTHER REQUIREMENTS:

- BA/BS degree or higher in Psychology, Sociology, Community Studies or a related field required;
- At least 2 years of experience in a mental health or homeless services setting;
- At least one year of case management in the human services or related field required;
- Must be able to work at a computer for full workdays; some routine lifting and reaching required;
- Must be able to lift up to 25 lbs;
- Must have a valid CA Driver's License, have access to drive a motor vehicle incidental to the performance of the work, and be insured;
- Must pass a criminal background check and maintain a clean record;

- Advocates who transport clients must pass a pre-employment drug screen and comply with periodic testing for drug use and alcohol misuse;
- Bilingual/Biliterate English/Spanish preferred.
- Must be fully vaccinated against COVID-19, including a booster shot when eligible.

We screen all applicants, require background checks on final candidates consistent with funding regulation requirements and are a Drug-Free Work Place.

UNION:

The SEIU bargaining unit represents the Homeless Emergency Aid Program Coordinator position.

RATE OF PAY AND HOURS:

- This is a regular, non-exempt, 40 hr/wk position.
- The agency rate of pay for this position is \$23.86 hour (plus a .40/.10 per hour bilingual/biliterate differential after passing a test administered by the HR department).
- Hours are most commonly Monday-Friday, between 9AM-5PM, however, occasional weekend and evening work may be required.
- Regular on-site attendance is required.

BENEFITS:

- For employee: shared cost medical, dental, vision, life insurance and Employee Assistance Program. This benefit package is valued at \$9,766.92/year
- First year: 16 vacation days and 11 holidays, with accrual based on 40 hr/wk.
- Sick leave: Eight hours/month, with accrual based on 40 hr/wk.
- May be eligible to earn up to 4 Wellness Floaters per year after satisfying all eligibility requirements.
- 401(k) Retirement Plan: Agency matches employee contribution up to 5% of annual salary, effective during open enrollment period.
- Flexible Spending Account (FSA).
- Dependent Care Reimbursement Program.
- Paid lunch.

TO APPLY:

- Please submit your Community Bridges application by email (recruitments@cbridges.org), fax (831-688-8302), or in person. If you have any questions, please call 831-688-8840, Ext. 200.
- Resumes can be submitted but will not be accepted in lieu of an employment application.
- The application may be downloaded at: <http://communitybridges.org/employment/>
- If applicable, please submit any college transcripts, licenses, and/or certificates as an attachment to your application.

COMMUNITY BRIDGES IS AN EQUAL OPPORTUNITY EMPLOYER.

Applicants shall not be discriminated against because of age, ancestry, color, religious creed, denial of Family and Medical Care Leave, disability (mental and physical), marital, familial or parental status, medical condition, genetic information, military and Veteran status, national origin (including language use restrictions), race, sex (which includes pregnancy, childbirth, breastfeeding and medical conditions related to pregnancy, childbirth or breastfeeding), gender, gender identity, and gender expression, political affiliation or sexual orientation.