

Newcap, Inc.

JOB DESCRIPTION

JOB TITLE:	Short Term Housing Security
FLSA STATUS:	Non-Exempt
JOB GRADE:	
REPORTS TO:	Short Term Housing Supervisor

GENERAL SUMMARY:

- ❖ Responsible for providing on-site resident supports and facility oversight, along with providing services and life skills training to residents in accordance with their housing stabilization plan.

AGENCY EXPECTATIONS:

- ❖ Adhere to agency policy and procedures.
- ❖ Exceptional Communication and organizational skills.
- ❖ Maintain a positive and respectful attitude.
- ❖ Demonstrate flexible and efficient time management and ability to prioritize workload.
- ❖ Consistently report to work on time prepared to perform duties of position.
- ❖ Has a strong work ethic having the needs of the organization and the clients as the primary priority.
- ❖ Ambassador for Newcap, Inc., along with all employees, and responsible for marketing/promoting the organization and its programs both internally and externally.
- ❖ Demonstrates leadership to gain and maintain credibility, trust, and respect of all employees.
- ❖ Proactively and effectively communicates the knowledge gained from education to others in the organization, through the use of presentations, e-mails, and conversations.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Agency Intake:

- ❖ Take calls from clients in need of agency programs, ask screening/qualification questions.
- ❖ Refer to appropriate agencies or begin application process by sending application packet.
- ❖ Maintain knowledge of all Newcap programs and related community programs and services.
- ❖ Provides support and direction for people as they transition from homelessness to housing

Coordination/Collaboration:

Newcap, Inc., is an Equal Opportunity Employer.

- ❖ Complete Coordinated Entry referrals on an as needed basis
- ❖ Assist unhoused individuals and families with motel vouchers as needed following the funding rules
- ❖ Advocate for program participants as they search for supportive and/or independent housing and provide information of internal housing programs.
- ❖ Help participants create support systems and participate in the community as they desire.
- ❖ Implement case plans and housing stabilization plans
- ❖ Provide independent living skills support
- ❖ Maintain relationships with services providers, volunteers, staff and community members.
- ❖ Maintain regular contact with supervisor and case manager to apprise them of resident progress and to assist in the resolution of potential problems.

Facility Oversight:

- ❖ Responsible for the daily operations of the facility including, cleanliness, safety, and security of the facility to ensure the building and facilities are maintained as necessary to provide a safe and effective environment for employees, clients, volunteers, and visitors.
- ❖ Conduct facility walk throughs regularly
- ❖ Maintain inventory of supplies and donations for program operations.
- ❖ Provide feedback to other short term housing staff and short term housing supervisor about observed resident progress and resident interactions
- ❖ Assist residents with completing mainstream resource applications.
- ❖ Conduct crisis intervention as needed

Data Compliance:

- ❖ Enter Coordinated Entry into the Homeless Management Information System (HMIS) and case notes into agency database
- ❖ Compliance with HMIS policies and procedures.
- ❖ Must be complete HMIS training and gain access to HMIS system.
- ❖ Utilize and maintain Coordinated Entry data in agency database to ensure compliance with data standards and record-keeping
- ❖ Makes necessary corrections to information entered. Compiles, sorts, and verifies accuracy of data to be entered. Keeps record of work completed.
- ❖ Have a clear understanding of data requirements for CSBG reporting and program.
- ❖ Upload client documentation into agency database and HMIS

Policy and Procedure:

- ❖ Follow Newcap policy and procedures at facilities
- ❖ Maintain compliance with local, state, and federal short term housing policy and procedure
- ❖ Follow mandatory reporting procedure

Training and Certifications:

- ❖ Complete 24 hours of Newcap designated training required per licensure during first year (Center for Youth specific)

- ❖ Complete 15 hours of in-service training per year (Center of Youth specific)
- ❖ Maintain First Aid and CPR certifications (Center of Youth specific)
- ❖ Complete required trainings as requested by leadership

Responsible for other duties as assigned or required.

WORK CONDITIONS:

This work is generally performed in short term housing environment.

EFFORT:

Long periods of time working at a computer terminal. Use of a keyboard may be stressful to hands or wrists. Frequent answering of telephone calls, entering data, standing, reading, working with paperwork. Minimal evening and weekend hours.

MACHINES, TOOLS, EQUIPMENT:

Computer, cell phone, printer, photocopy machine, telephone

CABILITIES REQUIRED

- Ability to read, write using proper grammar/punctuation, communicate effectively, interpret data
- Possess organizational, planning, and analytical skills
- Computer skills
- Experience with spreadsheets, word processing, data entry, converting paperwork into files
- Ability to perform tasks with minimal supervision or over-site
- Professional and pleasant demeanor

MINIMUM QUALIFICATIONS:

- Individuals with lived experience of homelessness encouraged to apply. Education will be considered as an alternative to experience.
- Experience working in short term housing setting is preferred but not necessary
- Experience or ability to main records, prepare written documents, reports, and other materials both hard copies and electronically.
- Experience working with homeless individuals and families is desired.
- Knowledge of the Housing First philosophy, preferred

SPECIAL REQUIREMENTS:

- Must possess a valid driver's license
- All staff must undergo a background check
- Must be able to maintain confidentiality of information

PHYSICAL DEMANDS:

Employee must be able to successfully perform the essential functions of this job and be able to lift a minimum of 50lbs. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Approved:

Employee

Date

Director of Human Resources Date