

## **Housing Stabilization Coordinator**

### **ABOUT PITTSBURGH MERCY**

We're a community-based health and human services organization using person-centered care to treat our area's most vulnerable populations. We work with families in settings that are safe and familiar to them, and view them as equal partners when planning, developing, and monitoring care.

Our mission is to be a compassionate, transforming presence within our communities. We reach out to offer help – and hope – to people who are experiencing:

- Mental illness and substance abuse
- Physical health needs
- Intellectual disabilities
- Traumatic events or circumstances, including homelessness + abuse

### **ABOUT THE ROLE**

We are looking for a Housing Stabilization Coordinator to provide a variety of skilled administrative duties directly related to support of the clients and efficient running of the program. The Housing Stabilization Coordinator position is primarily responsible for shift oversight for the Emergency Shelter program but will cover other programs within Bethlehem Haven as necessary. Bethlehem Haven provides emergency shelter, permanent supportive housing, homeless prevention, and Medical Respite support for women and men who are experiencing homelessness.

- Works 40 hours per week M-F, with two weekend days per month, subject to change.
- Must be physically able to walk steps.
- Must be physically able to lift boxes or bags of food, clothing and cleaning supplies as necessary.

### **ABOUT YOU**

We're looking for good natured, compassionate, solutions-focused person who demonstrates a high level of integrity, problem solving, and crisis and resource management. If you're highly organized, a good communicator, and a management master, we're looking for you!

### **RESPONSIBILITIES/REQUIREMENTS**

- Uses a housing first, strength-based, and trauma-informed approach to housing goal planning. This includes holding clients accountable for guidelines and expectations outlined in the handbook.
- Completes resident housing goal plan by assessing the client's needs within first seven days of intake.
- Completes intake and exit assessments and data entry into HMIS for each client within the 72 hours, when applicable
- Assists the clients with referrals for permanent housing, employment placement, and non-cash benefits (medical/ SNAP).
- Completes and collects all Housing Applications, works with clients and follow-ups to ensure that all housing paperwork is completed.
- Keeps job board up to date by pulling old posts and posting new job opportunities daily on job bulletin boards
- Works with clients one on one to meet their individualized housing plan goals and completes necessary documentation for each meeting
- Accurately completes the following paperwork, nightly crossovers, incident reports, client roster roll calls, and places the exits and intakes in appropriate staff boxes.
- Uses On-Call support to make appropriate decisions for client and resident related concerns
- Facilitates building security.
- Attends all staff meetings and trainings, as required and assigned
- Must have: Strong problem solving skills, communication skills, attention to detail, ability to facilitate crisis and conflict management, computer skills - good data entry skills and use of Microsoft Office
- Associate's degree in a human service field or prior experience in a human services field. A combination of education and experience may be considered per approval of the Chief Operating Officer (COO).

### **DISCLAIMER**

- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.
- This job description reflects management's assignment of the essential functions; it does not prescribe or restrict the tasks that may be assigned.
- Critical features of this job have been described in the narrative. They may be subject to change at any time due to reasonable accommodations or other reasons.