

INTAKE AND HOUSING COORDINATOR for Bethlehem Haven

(Part of the Pittsburgh Mercy Family of Care)

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're currently looking for a **SHELTER INTAKE AND HOUSING COORDINATOR** to serve on the front lines of one of our most integral programs, helping adult women, some with serious and persistent mental illnesses/emotional disorders get access to services, build support networks, and resolve conflicts while working on housing. Our **SHELTER INTAKE AND HOUSING COORDINATOR** works to triage, and assess, those who are seeking shelter and housing

This position requires an exceptional level of customer service and clinical integrity to maintain positive relationships with clients, and referral sources.

ABOUT YOU

If you're an experienced, calm-under-pressure person, with crisis and case management experience, then we'd love to hear from you.

RESPONSIBILITIES/REQUIREMENTS

- Coordinates the availability of beds for the Emergency Shelter clients as well as contacts various referral agencies and partners to advertise vacancies when appropriate for the programs
- Assesses immediate housing needs for people seeking shelter.
- Retrieves and returns calls on a daily basis for emergency shelter, manages the call log.
- *Completes the Diversion* assessment forms with every client who identifies a need for shelter. Connects the clients, when necessary, with services and financial assistance to help them return to permanent housing instead of emergency shelter

- Conducts intake interviews for potential incoming client once diversion is complete.
- Prepare a goal and care plan with the client that focuses on acquiring permanent housing.

Requirements/Qualifications

- Bachelor's degree in Human Services, Education, or related field and 1 year of paid practical experience OR Associates Degree and 3 years experience with providing services to the homeless population.

Work Schedule:

Monday-Friday 9 am- 5 pm, including one evening per week.