



The Kitchen, Inc.

Job Title: Community Housing/Shelter Coordinator	Department: Programs – Community Housing	Supervisor: Director of Programs
Supervisory Responsibility: Yes, 2 or more full-time employees	FLSA Status: Non-exempt	

Our Mission:

We bring stability and purpose to people who are homeless using our Values of Respect, Dignity, Quality, Service, and Compassion.

Major Areas of Responsibility:

- Be knowledgeable of specific program guidelines including The Kitchen, Inc. (TKI) policies, guidelines, and grant requirements along with applicable state, federal or other regulatory guidelines.
- Implement and maintain programs in a manner that facilitates meeting established program outcomes, program guidelines and applicable state, federal and regulatory guidelines.
- Monitor program for compliance with all TKI policies and grant requirements.
- Oversee and maintain appropriate records as required by grants or other program guidelines ensuring the quality and accuracy of the records.
- Monitor data quality in the approved HMIS data system along with participant binders.
- Demonstrate fiscal responsibility in all areas of assignments.
- Collaborate with all team members to ensure the overall mission and philosophy of The Kitchen, Inc. is maintained
- Provide leadership, mentoring, and coaching for all team members to develop and make maximum use of the diverse talents of the team members.
- Address the safety and well-being of employees, participants, and volunteers by ensuring appropriate policies and procedures are followed.

Supervisory Responsibility:

Directly supervise two or more employees. Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Primary Responsibilities:

Program Duties

- Community Housing includes the HUD housing programs along with the Emergency Shelter.
- Monitor all documentation to ensure it is completed in the time frame required; proper procedures are followed to obtain information; current software systems are used appropriately; and the proper version of the form or format is used and placed in participant binder and updated in HMIS.
- Monitor data quality in the approved HMIS system.
- Ensure Case Managers are having conversations with participants about their actions and behaviors and identify and implementing different interventions to facilitate participants moving through the different stages of change.
- Review the use of assessment tools by the team to ensure the data gathered is appropriate for the individual/family and is documented appropriately.
- Monitor the housing stability plans created by the Case Managers to ensure they are based on participant assessment and participant input and focused on participants establishing the resources and support systems they need to remain stably housed without assistance.
- Review and assess whether the team is providing participant interventions in a timely manner.



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- Collaborate with Housing Operations Coordinator to ensure effective flow of communication and paperwork to best serve our participants.
- Interact directly with participants when providing case review for possible program termination or to assist team members in developing action plans to facilitate participant success.
- Monitor grant expenditures and work with the Director of Programs and Grant & Compliance Coordinator to ensure grant expenditures are within an acceptable range.
- Monitor program expenditures to ensure monies spent are coded to the appropriate general ledger account and are allowable by the specified grant.
- Formulate and present ideas and solutions that take into consideration budgetary concerns and the strategic ramification of the idea or solution.
- Responsible for ensuring team members follow The Kitchen, Inc.'s policies and procedures along with specific program guidelines.
- Participate in outreach programs as required by specific program requirements.
- Assist in participant moves and cleanouts when necessary.

Management and Leadership Duties

- Meet, as directed by the Director of Programs, with all direct reports to review job performance, relay information and discuss any concerns; document and maintain notes on each meeting.
- Work with the Director of Programs along with Human Resources to ensure the performance of direct reports along with any interventions designed to assist them in developing new skills and addressing any performance issues are appropriate and documented using current formats.
- Coordinate and document ongoing training to enhance skills of team members in performing their job duties.
- Provide supervision of team members including: scheduling, monitoring benefit time, development, performance counseling, hiring, performance evaluations and recommendation for termination of employment.
- Provide guidance as necessary to team members who are on call or working after normal business hours.
- Responsible for the overall management of interns and any other non-staff individuals who are presenting, working at the office, or interacting with the participants within your programs/ area.
- Coordinate with the Community Development Coordinator to ensure all volunteers have completed the onboarding process prior to volunteering.

Overall Duties

- Responsible for the overall operations of Community Housing and other areas of assigned responsibility
- Be knowledgeable of and utilize best practices recognized by The Kitchen, Inc.
- Interface with the Director of Programs and Grants & Compliance Coordinator to ensure the quality of data, services, and effectiveness of policies/procedures/systems in place.
- Regularly audit participant files and HMIS to ensure the quality of data and the completion of recertifications and annual assessments.
- Take prompt actions to ensure Critical Incidents are documented, safety concerns addressed and safety plans for participants and team members developed according to policy in a timely manner.
- Represent The Kitchen, Inc. and our mission in a professional manner while interacting with all team members including: TKI employees, participants, volunteers, partner agencies, and the community as a whole.
- Coordinate with the Director of Programs along with the Director of Assets and Properties to ensure assigned work locations are maintained in a manner that is clean, safe, and represents The Kitchen, Inc. in a positive manner.
- Complete assigned reports including but not limited to: outcomes and data quality.
- Develop, implement, and document training for any changes in program requirements or policies.
- Attend designated meetings.



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- Recognize and report trends observed to help The Kitchen, Inc. remain proactive in making changes to programs or services as needed.
- Ensure team members are empowering participants to take responsibility for their progress, acting as an advocate and facilitator.
- Provide crisis intervention for participants and guidance for all team members when dealing with crisis situations utilizing current best practices identified by The Kitchen, Inc.
- Control costs through effective use of personnel, materials, resources, and equipment to remain within budget.
- Ensure professional boundaries are established and maintained with participants at all times.
- Ensure confidentiality of team members and participants is maintained at all times.
- Coordinate with senior management team in the preparation of the annual budget for housing programs.
- Abide by Mandated Reporting of Abuse and Neglect Guidelines
- Other duties as assigned.

Job Requirements:

Education and Training

- Bachelor's degree from a four-year college or university preferably in Human Services, Social Work, Psychology or degree related to job responsibilities.
- Understanding and commitment to “Housing First” principles in ending homelessness
- Mental Health First Aid Training preferred

Experience

- Minimum of two years work experience that involves relateable or transferrable experience and skills
- Minimum of one year supervisory or leadership experience is preferred.

Essential Skills

- Ability to learn and apply new skills; stay abreast of current developments and changes in policy.
- Strong organizational skills with aptitude for project management and multitasking to manage multiple concurrent projects.
- Ability to hold self and others accountable; work with minimal supervision; prioritize, plan, and direct work activities; use time efficiently.
- Adaptability in dealing with changes in the work environment; ability to adapt to unexpected challenges; as well as approaches or methods to best fit the situation.
- Excellent people skills and proven ability to work well with a wide range of individuals and personalities; treat others with respect and dignity; participant-focused; ability to inspire trust; and maintain professional boundaries at all times.
- Effective communication skills to write reports, business correspondence, and policy/procedure manuals; as well as to present information to individuals and groups (managers, co-workers, participants, visitors, and the general public); and manage difficult situations and conflicts.
- Ability to learn and use database software, spreadsheet software, and word processing software.
- Ethical – treating people with respect; keeping commitments; inspiring trust of others; working with integrity and principles; upholding organizational values
- Ability to follow policies and procedures; maintain confidentiality; complete administrative tasks correctly and on-time; support and uphold organization’s goals, mission, vision, and values.

Other

- Valid Missouri Driver’s license and be approved as a driver by The Kitchen, Inc.’s insurance carrier.
- Must pass background check and pre-employment drug screen.
- Current automobile insurance
- Section 3 applicants encouraged to apply.



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Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job the employee is:

- Regularly required to talk or hear via the phone or in person.
- Frequently required to sit for long periods and use hands to finger, handle, or feel.
- Frequently required to stand; walk; reach with hands and arms.
- Occasionally climb or balance and stoop, kneel, crouch, or crawl.
- Occasionally lift and/or move up to 25 pounds.
- Specific vision abilities include close vision, and regular use of computer monitor.

Signature

Print Name

Date