



The Kitchen, Inc.

Job Title: Emergency Shelter Coordinator	Department: Compliance/Programs	Supervisor: Director of Compliance and Programs
Supervisory Responsibility: Yes, 2 or more employees	Employment Type: Full-time	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.

Position Summary:

The position is responsible for assessing participants and developing housing stability plans aimed at assisting participants in their return to permanent housing as quickly as possible using the Housing First Philosophy and Trauma Informed Care approach. The Emergency Shelter Coordinator is responsible for providing supervision and training, and management of the Emergency Shelter Monitors. The position directly supervises two or more employees, carries out supervisory responsibilities in accordance with the organization's policies and applicable law, and is responsible for interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Expected Schedule:

This position is generally scheduled Monday through Friday. However, flexibility is required, as business needs may occasionally necessitate work during evenings, overnight hours, and weekends.

Major Areas of Responsibility:

- Responsible for the overall operations of the Emergency Shelter Program
- Remain participant focused using the Housing First Philosophy, Trauma Informed Care approach, Motivational Interviewing techniques and Crisis De-escalation that incorporates these models
- Focus on the participant's ability to independently address identified barriers to housing either through independent actions or a supportive network that has been designed to assist the participant
- Intake and assessment, identification of barriers to housing, referral to community resources, referral to benefits and/or employment, and development of the housing stability plan
- 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.
- Ensure professional boundaries are established and maintained with participants at all times.
- Monitor data quality in the approved HMIS data system along with participant binders.
- Collaborate with all team members to ensure the overall mission and philosophy of TKI 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

Specific Areas of Responsibility:

Emergency Shelter Program Duties

- 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.
- Responsible for ensuring team members follow TKI'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.



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Emergency Shelter Case Management

- Complete required assessments and verify homelessness using program required forms to verify eligibility and update the current HMIS system with data collected
- Focus on participants returning to permanent housing within 90 days including the use of diversion, referral to community programs (HAS, VASH, Section 8), identifying housing the participant can afford without subsidy or referral to a permanent housing program operated by TKI or other local providers
- Develop participant driven Housing Stability Plans that focus on their return to stable housing identifying what actions are required by each party
- Meet as needed with participants to monitor progress and provide assistance as needed
- Assist participants in identifying and accessing community resources that address their specific needs.
- Utilize Motivational Interviewing techniques to remain participant centered while exploring and resolving participants' ambivalence to change
- Keep participant well informed about all aspects of their program
- Maintain case notes using the BIRP format and entered within one business day of meeting.
- Focus on using Critical Time intervention model
- Work with participants to ensure Emergency Shelter guidelines are followed
- Maintain all documentation and participant binders as required by program guidelines.
- Obtain signed releases of confidential information in order to effectively advocate for participant with other agencies and providers
- Provide crisis intervention, as needed or advised by the Director of Compliance and Programs
- Enable participants to take responsibility for their progress, acting as an advocate and facilitator
- Abide by Mandated Reporting of Abuse and Neglect Guidelines
- Carry an emergency duty phone when the Emergency Shelter is scheduled to be unstaffed

Emergency Shelter Management and Leadership Duties

- Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Meet, as directed by the Director of Compliance and Programs, with all direct reports to review job performance, relay information and discuss any concerns; document and maintain notes of each meeting.
- Work with the Director of Compliance and 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, 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.

Emergency Shelter Coordinator Overall Duties

- Interface with the Director of Compliance and Programs 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 TKI 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 Compliance and Programs along with the Chief Operating Officer to ensure assigned work locations are maintained in a manner that is clean, safe, and represents TKI 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.



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- Attend designated meetings.
- Provide crisis intervention for participants and guidance for all team members when dealing with crisis situations utilizing current best practices identified by TKI.
- Ensure confidentiality of team members and participants is maintained at all times.
- Abide by Mandated Reporting of Abuse and Neglect Guidelines
- Other duties as assigned.

Job Requirements (Education, Training, Experience, etc.):

- Bachelor's degree required, preferably in the Human Service field.
- One to two years' experience in the Social Service field or experience that can be related to providing Case Management.
- Experience utilizing de-escalation techniques preferred.
- Minimum of one year supervisory or leadership experience is preferred.
- Valid Driver's license and be approved as a driver by The Kitchen, Inc.'s insurance carrier.

Core Values

- Respect – Show humility, value diversity, while demonstrating high regard for each other's differences.
- Dignity – Promote self-respect, pride and self-worth while inspiring the trust of others.
- Quality - Demonstrates accuracy, thoroughness, and competence while looking for ways to improve and promote excellence.
- Service – Taking action to create value for colleagues and participants by committing to their well-being, anticipating their needs, and working collaboratively to overcome obstacles and solve problems.
- Compassion – Appreciate others' perspectives and be genuinely concerned for people who are at-risk or experiencing homelessness. Treat people with courtesy, politeness, and kindness.

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 responsibilities of the job, the employee is frequently required to stand; walk and sit. The employee is occasionally required to use hands to finger. Handle or feel; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision.

Signature

Print Name

Date