

## **Inland Empire United Way**

### **Housing Outreach Coordinator- HDAP**

Inland Empire United Way is a leading nonprofit organization devoted to strengthening the Inland Empire by investing in the lives and futures of those in need. By operating several direct service programs and collaborating with a network of strong community partners, IEUW seeks to build brighter futures for youth and families in the areas of education, health, and financial stability. IEUW seeks talented, motivated team members who are passionate about improving our community and who are looking to be part of a dynamic team working to make EPIC changes in the Inland Empire.

#### **Program Description**

Inland Empire United Way's 211 San Bernardino County provides easy access to accurate and comprehensive resource information & referrals for the residents of San Bernardino County, provides public information support during disaster, and answers several specialized lines such as Child Abuse Reporting, Reentry, Heart Disease Resources, and after hours calls for other agencies. 211 SBC manages a countywide Coordinated Entry System (CES) known as Pathway Home Project. The project serves people who are experiencing homelessness throughout San Bernardino County and undertakes any project serving our target population. Housing and Disability Advocacy Program (HDAP) focus for this role is serving more in-depth people experiencing homelessness with chronic disabilities.

#### **Position Overview:**

The Housing Outreach Coordinator, under the purview of the Housing Coordinator Supervisor, will focus on the coordination of clients into housing programs. He or she will work closely with individuals who are experiencing homelessness, with or without disabilities, in person or by phone as needed, conducting assessments and working with agencies to facilitate the placing of individuals/families into housing programs they provide. This will involve working closely with external outreach programs in the community to coordinate the search for individuals experiencing homelessness, as well as to develop and implement new outreach strategies to overcome barriers in the community. This position will focus on the new program, Housing and Disability Advocacy Program (HDAP), working closely with clients to access emergency shelter, and will lead the HDAP project in the community and develop partnerships with motel/hotel management to provide shelter to clients eligible for HDAP services. This full-time, non-exempt, grant-funded position carries with it the possibility that it may not be renewed if further funding is not obtained. The availability of grant funds does not guarantee continued employment. No contract is implied; this position is "at-will" and employment may be terminated at any time by the employee or the employer. This position reports to the Housing Coordinator Supervisor.

#### **Essential Functions – 80%**

- Provide excellent customer service to people who are experiencing homelessness or a housing crisis in person or over the phone
- Assess eligible persons with prescreening and VI-SPDAT tools in person or over the phone
- Provide clients preliminary assistance such as becoming "document ready" or satisfying immediate needs such as food, clothing, hygiene articles, and other basic items
- Develop relationships with external partners and coordinating outreach events and/or efforts in the community
- Work closely with engagement teams, case managers, and housing navigators
- Identify available community resources and provide in-depth referrals to housing and medical and mental health services
- Provide in-person assistance, including transportation and facilitation of smooth transition ("warm handoffs") to other service and housing providers
- Provide Housing Navigation on a case by case basis
- Advocate with other agencies for individuals to receive necessary services and housing
- Respond to crises and to calls from stakeholders involving concerns about homeless persons in need of assistance
- Coordinating housing with clients, with Housing Locators and agency program staff

- Successfully maintain performance parameters and learn through various means to maintain appropriate knowledge of housing programs and services
- Conduct client follow-up and document outcomes
- Document cases through all appropriate systems and create case files for CES and Finance
- Abide by CES and HDAP Policies and procedures for implementation of services and guidance for required submissions
- Attend team meetings, case conferences, training workshops and community meetings as needed

### **Secondary Functions – 20%**

- Reporting to all stakeholders for the HDAP program
- Work in conjunction with Supervisor and Finance Department creating a process for the voucher system
- Other duties as assigned

### **Qualifications**

- Experience working in homeless outreach or providing direct services to persons experiencing homelessness preferred
- Two years of prior comparable work experience
- Leadership experience preferred
- Public speaking experience desirable
- Able to listen with sensitivity to other people's feelings, needs, and point of view; demonstrate tact and courtesy in expressing options or ideas
- Recognize opportunities to enhance community relations
- Passion and desire to work towards ending homelessness a must
- Patience to manage critical cases with chronic disabilities
- Knowledge of local resources and HUD regulations preferred but not required
- Knowledge of mental health and substance abuse clinical skills preferred but not required
- Excellent writing skills required, including correct grammar and ability to summarize
- Proficient computer skills required including competency with MS Office and working with a variety of programs
- English/Spanish bilingual preferred
- Must have reliable transportation, a valid California Driver's License and the minimum personal liability insurance coverage required under California law and IEUW insurance carriers

### **Physical Requirements**

The physical demands described here are a representation of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation to individuals with disabilities to enable them to perform essential functions may be available. While performing the duties of this job, the employee will be required to use machinery such as the telephone, computer, fax machine, and copier. The employee will be frequently sitting, walking, standing and/or carrying objects up to 25 pounds; the employee may also be required to drive for various periods of time. Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus due to the regular activities of typing, screen monitoring, and computer usage.

### **Salary Range and Benefits**

Wages \$17.00/hour, payable bi-weekly. Benefits include vision, dental, medical, life, AD&D and long term disability insurance, 11 paid holidays, accrued vacation and sick-leave.

***Only high-powered people need apply!***

**If interested, please send resume and cover letter to Marisela Manzo, [mmanzo@ieuw.org](mailto:mmanzo@ieuw.org). No calls or agencies, please.**

*“Inland Empire United Way is an equal opportunity employer. All offers of employment are contingent upon satisfactory background screen and drug test results.”*

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