



Job Description

Job Title:	Community Housing and Outreach Coordinator
Department:	Mission Impact
Reports To:	Mission Impact Director
FLSA Status:	Exempt
Reviewed By:	Axiom HRS
Updated Date:	7/17
Approved By:	President/Executive Director
Approved Date:	7/17

JOB SUMMARY: The Community Housing and Outreach Coordinator represents the core values and mission of the organization and is responsible for developing, managing and implementing an impactful Community Housing and Outreach (CHO) program which advocates for domestic violence survivors living in the community by providing case management, housing placement, access to flexible funding resources, supportive services, and appropriate community referrals designed to foster overall well-being and housing stability.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Ensures all program services are delivered according to a voluntary service and trauma-informed care model, are in compliance with all funding source guidelines, empower all clients to achieve goals to assist them in improving well-being according to the adopted Full Frame Initiative's Five Domains of Well-being, and are provided in the spirit of Coburn Place's guiding mission, vision, and values.
2. Supervises Community Housing and Outreach program staff; participates in the management team for the organization; participates in budget planning and budget management for the CHO program.
3. Provides case management and housing stability support services, on a regular basis and during crisis situations, aimed at empowering the survivor to manage trade-offs as they progress to balancing the domains of well-being in their life.
4. Supports survivors in achieving client-chosen goals regarding immediate and long-term safety, emotional and social well-being, long-term self-sufficiency, and safe and sustainable permanent housing by connecting them to supportive services at Coburn Place and relevant resources within the community.
5. Implements Coburn Place's offsite housing services which include: identifying and vetting client-chosen housing options; assistance in establishing permanent housing; access to flexible funding financial assistance; Coburn Place's rapid rehousing programs; tenant-based rental assistance and housing voucher programs; etc.
6. Develops and maintains relationships and partnerships with property managers and landlords to ensure decent, safe, and affordable housing options exist for program clients. Works in conjunction with the Transitional Housing Advocate to maintain a list of partnerships.
7. Represents or delegates representation of Coburn Place in the DV Coordinated Entry system of Housing and Homeless Service Providers among the Indianapolis Continuum of Care (CoC) and ensures the needs and concerns of domestic violence survivors are communicated.



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8. Works in conjunction with the Mission Impact Director and the Vice President of Mission Impact to ensure that the full scope of Coburn Place's Well-Being and Housing Services (onsite and community-based) are developed and offered seamlessly to any survivor of domestic violence who desires them.
9. Develops, maintains and markets, with teammates, a full menu of relevant, accessible, and meaningful supportive services available through Coburn Place and within the community to anyone who desires services.
10. Ensures all required programming data and outcomes, as well as client file documentation (including electronic client database) is completed accurately and in a timely manner according to standards.
11. Ensures all program clients receive proper intake and orientation into the program and an individual plan is developed aimed at assisting each survivor to thrive.
12. Acts as a mandatory reporter and engage with the Department of Child Services in the event of any suspected child abuse or neglect.
13. Identifies opportunities for volunteer and community partnership resources and communicates these prospects to the Advancement Department. Actively engages program volunteers by providing adequate supervision and job-related training. Maintains knowledge and awareness of volunteer policies and procedures.
14. Promotes an open and supportive flow of communication within the department and with other departments.
15. Works with other direct service staff to ensure that the program is working cohesively to provide seamless and holistic supportive services to families served by Coburn Place.
16. Promotes breaking the cycle of violence and shares Coburn Place's story in the community by providing presentations at local schools, businesses and churches.
17. Engages in meetings and workshops that enhance the mission of organization.

SUPERVISORY RESPONSIBILITIES: Supervises employees, volunteers and contracted vendors in the Community Housing and Outreach Program at Coburn Place. Incumbent carries 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; scheduling and approving time worked; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty according to the requirements of Coburn Place. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

COMPETENCIES:

Organization-related Competencies – To perform this job successfully, all employees of Coburn Place should demonstrate the following competencies;

Customer Service – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.



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Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of Coburn Place above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Organizational Support – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports Coburn Places' goals and values; Benefits Coburn Place through outside activities; Supports affirmative action and respects diversity.

Oral/Written Communication – Speaks clearly and persuasively in positive or negative situations; Lists and gets clarification; Responds well to questions; Demonstrates group presentation skills and participates in meetings; Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Job-related Competencies – To perform this job successfully, employees should demonstrate the following competencies;

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Adaptability - Adapts to changes in the work environment; Manages competing demands; changes approach or method to best fit the situation; Able to deal with frequent change, delays or unexpected events.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

EDUCATION and/or EXPERIENCE: Bachelor's Degree (B.A. /B.S.) in psychology, social work, education or other related field; and five plus year's related experience and/or training; or equivalent combination of education and experience is required. Master's degree (M.A. /M.B.A.) is desired. Previous advocacy/case management work in domestic violence intervention, response and/or prevention in a non-for-profit environment is preferred. Previous experience working with individuals experiencing housing instability and knowledge of housing stabilization resources is preferred.

LANGUAGE SKILLS: Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present



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information to top management, public groups, and/or boards of directors. Bi-lingual (English/Spanish) ability is preferred.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS: A valid Indiana driver's license with a good driving record is required for this position. CPR and First Aid certification are required and training in bloodborne pathogens and universal precautions is desired.

OTHER SKILLS AND ABILITIES: Computer software skills required include: Microsoft Outlook, Word, Excel, PowerPoint and Adobe. Ability to operate a printer, copy machine, scanner and other office equipment is desired. Incumbent must have the ability to adapt and conform to shifting priorities and demands and execute accordingly.

OTHER QUALIFICATIONS: Candidates in this job must have an understanding of and experience working with individuals in crisis situations. The ability to maintain proper boundaries with clients while having empathy for their domestic violence situation is critical. The ability to maintain rapport with a diverse group of clients, employees and service providers is essential. Candidates must also possess group facilitation skills and crisis and/or self-help counseling skills. This job may require both local and out-of-state travel. This position requires frequent local travel for program activities. Must possess a clear driving record. Must clear national, state, and local law enforcement criminal and sexual offender background checks and DCS history background check. Bilingual (English/Spanish) abilities are desired.

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 duties and responsibilities.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently will stand; walk; and lift and/or move up to 50 pounds. The employee occasionally will climb or balance; stoop, kneel, crouch or crawl; and taste or smell.

Specific vision abilities required by this job include close vision (clear vision at 20 inches or less), distance vision (clear vision at 20 feet or more), color vision (ability to identify and distinguish colors), peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point), depth perception (three-dimensional vision, ability to judge distances and spatial relationships), and the ability to adjust focus (ability to adjust the eye to bring an object into sharp



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focus).

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this job, the employee occasionally is exposed to working near moving mechanical parts, the risk of electrical shock, fumes or airborne particles, toxic or caustic chemicals and outdoor weather conditions when traveling away from the office for children’s activities, meetings, seminars, etc. The noise level in the work environment is usually moderate to loud.

SIGNATURES:

Incumbent’s Signature

Date:

Incumbent’s Printed Name

Executive Director’s Signature

Date:

Executive Director’s Printed Name