



Stability Housing Coordinator Position Description

Job: Stability Housing Coordinator

Reports to: Director of Self-Sufficiency Programs

Classification: Full-time, exempt from FLSA; Participation in 24-hour hotline rotation as primary and/or back-up staff as assigned; other evening and weekend hours may be required.

Benefits: Fully paid health, vision and dental insurance (no employee contribution required for standard plan). Generous Paid Time Off and paid holidays package. Option to participate in 403(b) Retirement Savings Plan.

COVID-19 Information: Compass Center is using a hybrid remote work with some in-office work phase plan. We are following safety protocols for any in-office work (masks, social distancing, etc.).

Salary: \$37,000 annually. Additional pay for overnight hotline shifts.

Position Summary: Stability Housing Coordinator position is a full-time position implementing and overseeing the agency's rapid re-housing and transitional housing rental assistance program.

Compass Center for Women and Families helps all people navigate their journey to self-sufficiency, safety, and health. We empower individuals and promote equal access to opportunity regardless of gender or economic status. We are proud to serve over 6,700 clients each year with essential programs and services like career and financial education, legal resources, and support groups, all open to the public. Additionally, Compass Center is the only Orange County resource for comprehensive domestic violence crisis services. Compass Center is also closely connected to Chapel Hill-Carrboro City Schools, offering sexual health programming and empowerment programs related to safe relationships in middle school health classes.

Essential Job Duties and Responsibilities:

Case Management Services

- Manage the rapid re-housing and transitional housing rental assistance services for domestic violence survivors, called the Micro Housing Grant Program.
- Orient program participants to the Micro Housing Grant Program to ensure understanding of the policies, procedures and requirements of the program. Ensure that policies and procedures are practiced.
- Assist clients in locating and securing housing and serve as point person for landlords and assist clients in their housing search.
- Meet with clients in person and by phone to assist them in identifying barriers to self-sufficiency and developing a needs assessment process to begin to overcome these barriers.
- Conduct appropriate follow-up contact with clients as requested by clients to review and update plans. Program expectations are that the case manager will follow-up with participants at least once a month.

- Work with clients to identify other housing resource options when agency funds for program have been expended.
- Refer clients to Compass Center and community programs able to support the client's plan.
- Advocate directly with other agencies, when needed, to assist clients in connecting to resources.
- Develop and maintain relationships with community partners and referral agencies.
- Engage community and policymakers to develop programs, policies, and services to benefit clients.

Domestic Violence Direct Services:

- Provide daytime and overnight coverage for the domestic violence hotline.
- Offer direct assistance and follow-up services to victims of domestic violence over the phone and in person.
- Maintain proper documentation of client contacts.
- Assist with volunteer advocate training.

Administration

- Responsible for the preparation of monthly programmatic report(s).
- Timely and consistent attendance at staff and program meetings.
- Responsible for participating in the on-going maintenance of a clean, organized and welcoming facility and environment.
- Other activities as assigned by supervisor.

Qualifications:

- Bachelor's or Associate's Degree preferred though equivalent experience will be considered.
- Have a solid understanding of interpersonal violence and its effect on individuals and families, and working knowledge of the role that barriers play in reaching out for support and connecting with community resources and the justice system.
- Exhibit a passion for building trusting and empowering relationships with survivors.
- Demonstrate cultural sensitivity and the ability to work with diverse groups. Possess empathic listening and communications skills that can be adapted for survivors with various needs
- Demonstrate the ability to perform job duties with a high degree of initiative and professionalism; demonstrated sound judgment, and patience.
- Possess a valid driver's license, automobile insurance, and reliable vehicle preferred.
- Experience working in housing management, engaging with landlords or navigating housing systems preferred.
- Fluency in English required, fluency in spoken and written Spanish and English preferred.

We actively encourage diverse candidates to apply. Compass Center provides equal employment opportunities to all employees and applicants for employment without regard to race, ethnicity, religion, age, gender identity or expression, sexual orientation, disability, national origin, genetic information, or veteran status.

To apply, please send a cover letter, resume and the names of three professional references (prefer at least one direct supervisor) to employment@compassctr.org. Please include the job title in the subject line of the email. No phone calls please. Applications will be reviewed as they are submitted and they will be accepted until the position is filled. Ideal start date April 16, 2021.