



Homeless Services Network of Central Florida (HSN) Supportive Housing Coordinator – YHDP Position Description

Position:	Supportive Housing Coordinator – YHDP
Department:	System Operations
Supervised By:	Supportive Housing Advisor
Supervises:	N/A
FLSA Status:	Exempt/Regular/Full-time
Effective Date:	01/02/2024
Salary Range:	\$44,000 - \$48,000

Position Summary

Homeless Services Network (HSN) of Central Florida is committed to the vision of “Everyone making their way home.” HSN is charged with leading Central Florida's community-wide effort to end homelessness through collaboration, strategy, capacity building and effective stewardship of knowledge and resources. HSN will accomplish this mission by delivering excellence in system improvement, ensuring effective resource management, and giving trustworthy expertise all while always honoring people.

Under direction of the Supportive Housing Advisor, the Supportive Housing Coordinator is responsible for the facilitation, development and implementation of best practices in supportive housing for Youth and Young Adults (“YYA”) in the Continuum of Care (CoC) FL 507. This is a collaborative position that assists with the development of system-wide supports and processes that improve and enhance the housing stability of participants who have experienced homelessness.

The Supportive Housing Coordinator will provide solutions-focused interventions to community partners providing direct services in efforts to create more capacity within programs, focusing on our new Youth Homelessness Demonstration Project. This position will co-facilitate new case manager training and ongoing case manager support. It will be critical to creating a supportive housing community that embraces housing first, trauma informed care, harm reduction practices, and Positive Youth Development. The Coordinator will be involved in re-examining current policies and practices and exploring new approaches for YYA in our community. This position will also be responsible for ongoing monitoring and data quality support.

Skills and Abilities

Ability to work with minimal supervision and exercise good judgment; strong verbal and written communication skills; time management, conflict resolution, critical thinking and problem-solving skills; facilitation of adult learning; ability to handle multiple tasks and manage competing demands; and standard office computing skills to include facilitation of virtual meetings on a variety of platforms.

Essential Duties and Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

1. Provide technical support to YHDP Program Managers and Case Managers, including facilitating case staffings to assist in the resolution of challenging participant situations and providing expertise on best practices for service provision.

2. Partner with YHDP Program Managers and Case Managers to better understand their first-hand, direct services perspective. Use this understanding to advocate internally for streamlined processes that center the experiences of the participants and YHDP Case Managers.
3. Work closely with the Supportive Housing Advisor and YHDP Brighter Days team and Youth Action Society (“YAS”) to standardize and revise, as needed, all Supportive Housing workflows such as intake, home visits, case plan writing, and exits with a focus on best practices for YAA.
4. Work closely with the Supportive Housing Advisor and YHDP Brighter Days team to evaluate program performance and data quality at system and agency level to ensure continuous quality improvement.
5. Use system and agency level data in HMIS to make data-informed decisions about changes to the system that will improve or enhance system performance.
6. Participate in YHDP Registry & Service Coordination Meetings.
7. Facilitate community trainings for direct services providers on supportive housing practices and policies and on topics such as but not limited to housing first, trauma informed care, harm reduction, and motivational interviewing.
8. Facilitate recurring meetings with community providers to share information, address systems gaps and improvements, and provide ongoing learning opportunities.
9. Manage Supportive Housing resources across multiple agencies and funding sources, to include working closely with the CES Operations Supervisor to evaluate rental assistance utilization rates as well as the anticipated capacities of projects.
10. Develop strategic and collaborative partnerships with local social service agencies in order to provide additional support and resources to participants.
11. Analyze data and create reports as required by CES, HSN administration, sub recipients or funders as needed.
12. Perform other duties as assigned.

Education and Experience

A Bachelor’s degree in Human Services, Public Administration, Social Work, or related field; or equivalent background with a minimum of three (3) years of experience working on issues related to homelessness, poverty, housing, mental health and human services.

Preferred: experience working with YYA and/or with recipients of permanent supportive housing or rapid rehousing.

Individuals with lived experience are strongly encouraged to apply, even if they don’t otherwise meet the criteria.

Qualifications and Requirements

- Interest in and passion for HSN’s mission with the ability to promote and communicate HSN’s philosophy, mission and values to external and internal stakeholders.
- Familiarity with homelessness, poverty, housing, mental health, recovery and human services.
- Strong relationship builder and communicator with a customer service focus.
- Ability to learn, understand and adhere to HUD guidelines, policies and procedures.
- Ability to work cooperatively and collaboratively with all levels of employees, management, and external agencies to maximize performance, creativity, problem solving, and results.
- Ability to learn best practice models, including: Housing First, Motivational Interviewing,

Harm Reduction, Trauma Informed Care, and Youth Positive Development.

- Ability to communicate effectively both verbally and in writing.
- Knowledge of and experience in working with HMIS and other spreadsheets and databases.
- Proficient in MS Office (Word, PowerPoint and Excel) and computer usage to include email, internet and presentations.
- Experience leading small and large meetings or workgroups and ability to learn how to facilitate trainings with a focus on adult learning needs

Physical Demands

While performing the duties of this job, the employee is regularly required to communicate in person or by telephone. The employee is frequently required to stand, walk and bend; to use his or her hands to finger, handle or feel objects, tools or controls; and to reach with his or her hands and arms. The employee must also be able to sit for extended periods of time. The employee must occasionally lift and/or move object weighing up to 40 pounds.

Certificates, Licenses, Registrations

- Hold a valid driver license in accordance with HSN's Motor Vehicle Policy.
- Ability to use one's personal vehicle for daily duties with reimbursement.
- Have access to properly registered vehicle.

Work Environment

The position involves attention to detail and extensive organizational skills. The employee will work as part of a team as well as interface with participants, agencies and funders. The employee will spend portions of time in the field, and in the office setting. The employee will likely encounter and be expected to address challenges associated with participants' experiences with long-term homelessness, mental health and substance abuse concerns, and other barriers to obtaining decent, affordable housing. This is a full-time position requiring 40 hours per week. Additional hours are occasionally required. Work generally occurs Monday through Friday between 8:00 a.m. and 5:00 p.m.

Conditions of Employment

- Provision of satisfactory references and completion of background investigation check.
- Completion of a pre-employment drug screening as well as post-employment drug or alcohol tests upon reasonable suspicion of use.
- Demonstrated computer literacy, which may be assessed through pre-employment testing.
- Completion of HSN new employee orientation and ALL required paperwork prior to reporting to work.
- Compliance with all HSN Policies and Procedures.

To Apply

Please email a cover letter and resume to HSNTeam@hsncfl.org with the subject line: Supportive Housing Coordinator Position - YHDP.

This job description is not intended to provide, and should not be construed as providing, an exhaustive list of all responsibilities, skills, efforts or working conditions associated with a job. They are meant to be accurate reflections of the principal job elements essential for making fair and informed decisions about the job.

Veterans and formerly homeless individuals are encouraged to apply.

Homeless Services Network of Central Florida [HSN] provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, HSN complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.
