



Homeless Services Center Direct Services Coordinator

Reports to: Program Manager(s)

At Homeless Services Center, we believe:

- Every person that uses our services can achieve housing
- The complexity of homelessness requires creative and strategic problem solving
- Our staff has the opportunity to achieve lasting, positive change in our communities

Homeless Services Center (HSC) partners with individuals and families to create pathways out of their homelessness into permanent housing. HSC is a leader in working to end homelessness.

HSC runs a variety of Housing First programs to support individuals and families experiencing homelessness with immediate and long-term housing needs. Programs include emergency shelters, transitional housing, rapid rehousing, permanent supportive housing and housing navigation case management. Each of HSC's programs demonstrate a trauma-informed and harm reduction approach to service delivery and support all participants on their way to stable, healthy lives.

HSC is looking for individuals eager to make a difference and willing to enthusiastically commit to join in our vision that homelessness in Santa Cruz County should be rare, brief and non-recurring.

Job Description

Using a Housing First approach, Direct Services Coordinators (DSC) are responsible for actively engaging participants and providing a safe, secure, clean and welcoming evening and daytime environment for all participants through face-to-face contact during shift hours. The primary role of the DSC is to actively support program activities and participants' housing goals. Additionally, DSCs remain vigilant and available to handle all emergencies that may arise. DSCs are responsible to provide support for any program activities. Special focus will be the safety and needs of participants related to housing, physical health, issues of alcohol and drug abuse, domestic violence, and mental health concerns. Services will be delivered with dignity, professionalism and respect for all involved persons. The Direct Services Coordinator reports directly to the Program Managers.

Job Duties

- Support the completion of program expectations
- Support the housing goals of program participants
- Maintain a safe, secure, and clean environment
- Respond to in-house intercom and requests from front gate
- Facilitate meal service to residents following the policies and requirements of the program
- Understand and apply Housing First and harm reduction strategies
- Maintain professional boundaries at all times
- Respond appropriately to potential encounters using de-escalation techniques
- Call upon community resources for assistance when appropriate
- Answer all incoming phone calls while on shift
- Maintain curfew and visiting policy specific to each program
- Communicate program updates and changes with subsequent shift staff
- Communicate with safety staff throughout shift and monitor all security camera stations
- When appropriate, complete Incident Reports in accordance with policy guidelines

- Review and maintain accurate documentation for each program
- Provide support to staff and community organization during program activities
- Attend staff and agency trainings and meetings as required
- Other duties as assigned

Qualifications

- High school diploma or GED completion
- Ability to communicate in a professional manner when dealing with residents, staff and other outside agencies
- Ability to be proactive and take initiative in all work duties
- Ability to listen, problem solve and set limits in a compassionate and respectful manner
- Actively supportive of a culturally diverse environment
- Strong ability to prioritize and problem solve independently
- Ability to work independently as well as part of a team
- Ideal candidate is friendly, compassionate, resourceful, efficient and able to constructively deal with a high degree of emotional stress and interpersonal conflict
- Ability to use judgment in relating to participants, including emergency or crisis situations
- Ability to practice self-care and reach out for support if necessary
- CPR Certified and First Aid preferred
- Spanish-speaking preferred

Hours

Positions include regularly scheduled as well as on-call Direct Service Coordinators. Shifts are 4PM – 10PM Monday through Sunday, and 8AM – 4PM Saturday and Sunday.

Compensation

\$15.00/hour. Health Insurance, PTO and Vacation benefits begin after 90-day introductory period for full-time positions (30 hrs./week or more).

Mission Statement

Homeless Services Center partners with individuals and families to create pathways out of their homelessness into permanent housing.

Vision Statement

We hold firmly to a vision that homelessness in Santa Cruz County should be rare, brief, and non-recurring.

Values Statement

- We stand for equal and just treatment of all people.
- We treat people experiencing homelessness with dignity and respect.
- We empower our participants to move forward on their pathway to housing through establishing trusting relationships, providing safe, compassionate, and flexible services that meet people where they are.
- We provide leadership and advocacy for collective impact, and we support public policy that leads to a reduction and eventual ending of homelessness in Santa Cruz County.
- We value integrity, and are accountable and transparent in all interactions.