



Keystone Opportunity Center

Providing Help • Offering Hope

Job Description: Housing Stability Coach

Position Summary: The Housing Stability Coach is a full-time, grant-funded position that provides case management for families and individuals. The Housing Stability Coach will stabilize families experiencing a housing crisis through Homelessness Prevention or Rapid Re-Housing programs by relocating them to permanent housing and/or ensuring community support for maintaining their housing. The overall objective is to help participants achieve and maintain stable housing.

Qualifications: Bachelor's degree in Human Services or related field. Preference for MSW and at least one year experience with demonstrated effectiveness serving homeless or at-risk families, including home visits. Proficient with Microsoft Office software. Ability to communicate with diverse populations. Familiarity with social, health, and benefit resources in the service area. Reliable transportation to perform home visits and mobile outreach with car insured for business purposes. Commitment to the mission of Keystone Opportunity Center.

Reports to: Director of Housing Stability Programs

Case load: 30 households

Responsibilities:

1. Complete all client assessments and determine clients' housing needs and appropriateness for Homelessness Prevention and Tenant Based Rental Assistance (TBRA) Programs.
2. Refer clients to more intensive services or long-term assistance as needed.
3. Maintain client information and activity in the County (HMIS) database
4. Maintain a file of case notes reporting on each personal visit or contact.
5. Develop a Housing Stability Plan with the client with the client including specific goals and action steps around self-sufficiency criteria provided by Keystone, including establishing the clients' rental contribution amounts. Self-sufficiency criteria include but are not limited to increasing employment income whenever possible.
6. Provide guidance and support to clients, and monitor progress towards the Housing Stability Plan (including payment of rents) through personal meetings or other means of contact with each client household a minimum of once weekly until housed and monthly thereafter, at a place and time of mutual convenience, and in the client's home from time to time.
7. Determine and facilitate linkages to other services (County assistance office, educational, drug and alcohol, mental health, job training, entitlement programs)
8. Maintain a teamwork approach and coordinate services with other housing program personnel, to include housing inspections as needed.
9. Assist as needed with outcomes measurement and program evaluation.
10. Respond to information and referral requests and contacts in accordance with established protocol.
11. Ensure that clients receive and complete budget counseling as required by the housing program.



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12. Represent Keystone Opportunity Center at training, conferences, inter-agency gatherings or other community functions as needed to obtain information on behalf of clients, for training, or other purposes. This includes the Continuum of Care, Learning Collaborative, County Coordinated Homelessness Programs and meetings sponsored by funders or partner agencies as requested.
13. Positively communicate the organizational/department/program vision, strategic direction and purpose externally and internally.
14. Attend all scheduled staff meetings and supervisory meetings.
15. Complete any other tasks assigned for the benefit of client families (especially during but not limited to crisis situations) or the general benefit of Keystone Opportunity Center.

Work Environment

- Comply with agency and programmatic training requirements
- Some evening and weekend hours required
- Visiting individuals and families remotely may require stair climbing
- Supplies for visits may require carrying up to 25 lbs, reaching and kneeling
- Office environment includes lifting, bending, stooping, sitting and standing.

Knowledge Of:

- principles and practices of social services programs
- computer software applications, proficiency in Microsoft Word, Excel, Outlook

Ability To:

- maintain the strictest professional confidentiality standards regarding client and organizational information
- work cooperatively with people of all ages, ethnic backgrounds, socioeconomic levels
- meet deadlines, prioritize, model excellent time management skills
- remain calm and focused in stressful situations
- communicate clearly and effectively in writing and orally
- creatively and positively problem solve
- work collaboratively in a complex organization structure
- meet attendance requirements

The above statements are intended to be a representative summary of the major duties and responsibilities performed by incumbents of this job. The incumbent may be requested to perform job-related tasks other than those stated in this description.

To apply:

Please send a resume and cover letter in one document, saved as a PDF, via email to:

JKelleher@KeystoneOpp.org

Candidates reviewed on a rolling basis. Position opened until filled.