

# LA FAMILY HOUSING

**Job Title:** Engagement Coordinator II

**Job Type:** Full-time

**Location:** North Hollywood, California

## Duties & Responsibilities

The Engagement Coordinator II is responsible for the administrative and direct service duties, to assist program staff and clients in ensuring documentation and statistics are gathered, maintained and accurately reported in internal database and other program related information systems (e.g. HMIS, CHAMP etc.). Performs a variety of skilled administrative and direct service duties related to program management activities including client intake, program orientation, coordination of placement, database maintenance, generating reports for both in-house and funding entities, preparing correspondence, and coordinating activities relative to department functions. Completes necessary community engagement to seek and complete intake paperwork with client.

### **SPECIFIC DUTIES**

- Provide central point of contact for all program inquiries regarding open units (including walk-in, phone contact and written correspondence), program services, wait list maintenance and making appropriate referrals when no space is available at shelter sites and respective programs.
- Conduct initial screening and assessments, schedule and perform all client intakes for the program on and off-site. Ensure all contractually required documents (e.g. intake, drug tests, identification, income and homeless verification) for program participation are provided at time of intake.
- Prepare client files prior to making program/Housing Navigation assignment.
- Maintain client information through data entry into program database (e.g. HMIS, CHAMP) system to ensure accuracy for monthly, quarterly and annual contract reports.
- Prepare and submit monthly, quarterly, and annual reports (e.g. DMH, Monthly Allocation, CDBG and APR) for program(s) and contracting agencies.
- Prepare correspondence, both internal and external, relative to program and department needs.
- Maintain and update Bridge Housing trackers, including communicating open beds to contracted agencies and internally.
- Coordinate with outside agencies as program liaison to receive and track program referrals including in-reach and outreach response.
- Clearly communicate daily activities and off-site locations with supervisor, to ensure safety, best coordinate outreach response efforts and decrease duplication of services.

## Education, Experience and Skills:

### EDUCATION:

- Position requires a minimum of a Bachelor's Degree in social services or an Associate's Degree and three years of experience in social services.

### EXPERIENCE:

- Four years of Social services experience.

### KNOWLEDGE AND SKILLS

- Maintain and execute confidential information according to HIPPA standards.
- Demonstrated knowledge of issues facing program participants (e.g. health, substance abuse, mental health, domestic abuse, child welfare, resources for undocumented persons)
- Knowledge of social service agencies and community resources
- Possess a high level of tolerance and understanding for individuals who present for services with mental health and physical health needs
- Proficient in Microsoft Programs (Word, Excel, Access, PowerPoint)
- Must be able to perform extensive charting, electronic data entry, and documentation
- Excellent written and verbal communication skills
- Creative problem-solving skills
- Ability to work independently and within a team environment and exercise mature judgment
- Exceptional organizational skills
- Detail-oriented to review information and ensure accuracy

## LAFH Benefits:

Health, Dental, Vision, Life, Voluntary Life, 403B Retirement Plan, 529 Education Savings Plan, Long Term Disability, Employee Assistance Program, AFLAC Policies, AFLAC FSAs, Legal Policy, Employee Appreciation Program, Company Sponsored Employee Outings, 9/80 Alternative Work Schedule, Paid Sick, Vacation and 11 Observed Holidays.

## Equal Employment Opportunity Statement:

**EEO:** LAFH is committed to providing equal employment opportunities for applicants and employees.

**FAIR CHANCE INITIATIVE:** LAFH is in compliance with the Fair Chance Initiative for Hiring and will consider qualified applicants with criminal histories.

## To Apply:

Email your resume and cover letter to [HR@lafh.org](mailto:HR@lafh.org)