

# LA FAMILY HOUSING

## POSITION DESCRIPTION

**POSITION TITLE:** Housing Stabilization Transition Coordinator

**SECTION:** Programs

**LOCATION:** Tujunga/North Hollywood

### SUMMARY OF CORE VALUES

LA Family Housing (LAFH) helps people transition out of homelessness and poverty by providing a continuum of housing enriched with supportive services. Our model is based on an individualized approach to meet each program participant's unique needs.

This model connects participants to permanent housing and helps them achieve long-term housing stability through a full continuum of services. Through our outreach & assessment process, LAFH connects participants with housing placement combined with supportive services to help thousands of people transition out of homelessness and retain long-term housing stability. We increase our impact through community partnerships and real estate development, supported by financial sustainability.

We base all of our work on **four core values**; *DIGNITY, PERSERVERENCE, COLLABORATION, and LEADERSHIP*. Everything we do is connected to one or more of these four values and is reflected in the job duties of each staff position.

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## SUMMARY OF RESPONSIBILITIES

The Housing Stabilization Transition Coordinator is responsible for coordinating all aspects of the move-in process for formerly homeless individuals and couples. The purpose of this position is to ease the transition from homelessness to being permanently housed. In addition, this position will be responsible for ensuring smooth coordination of services between departments. The Coordinator will interact with a diverse population of participants, staff, landlords, etc. and must be able to coordinate move-in activities quickly and smoothly upon short notice in an effort to make the process comfortable for the individual or couple. This position will work with participants/couples for a short period of time (2 weeks max) and must be able to maximize the services they are able to offer during this time.

## SPECIFIC DUTIES

1. Receive and coordinate referrals between Housing Navigation and Housing Stabilization Departments. Ensure that referrals are processed within 24 hours of receipt.
2. Coordinate and attend all lease signings of newly housed individuals. This may require adjusting work schedule to accommodate the date and time of the scheduled lease-signing. Interface with landlords during the move-in process. Be responsible for initial payments to the landlord. Support and educate participants of their responsibilities and next steps during lease-signing.
3. Inspect apartment with participant, note and communicate any repair/maintenance concerns to landlord.
4. Conduct needs assessment and develop plan to ensure all immediate participant needs are met within the first week of move-in. Order and coordinate delivery of furniture and provide hygiene/other items, as necessary.

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Provide community resources and referrals to participant; schedule site visit to community resources if necessary.

5. Coordinate transfer of participant to Housing Stabilizer (follow-up provider) via warm handoff within one week of participant move-in. Attend first home visit with Housing Stabilizer and review follow-up activities needed and any concerns noted.
6. Document all interactions and services provided to participant and collateral in HMIS (Homeless Management Information System) and other applicable electronic databases within mandated timeframes. Update participant information where necessary, and inform Housing Navigation and Stabilization teams of relevant information, such as lease commencement date.
7. Review participant file and ensure that it is complete with all required documentation at various transition points. Verify information on the lease and in HMIS entries. Coordinate with Housing Navigation team and Stabilizers to address file corrections and retrieve pending documentation. Coordinate with Data team to exit and enroll participants in applicable programs when necessary.
8. Manage and update roster of enrolled Stabilization Participants. Assign new participants to Housing Stabilizers; ensure caseload information is accurate and participant data is easily accessible. Review caseloads to ensure that participants are being followed-up with and exited in a timely manner.
9. Provide weekly reports to supervisor of new referrals to Stabilization, move-ins, and exits. Complete and submit other reports as requested.
10. Attend required trainings; seek out learning opportunities for continued education; stay up-to-date on the best practices in ending homelessness and participant care; participate in agency's internship program as needed.

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11. Additional tasks, projects and responsibilities as assigned by supervisor. E.g. assisting Housing Stabilizers with resources, housing search, and/or attending appointments with participants.
12. Attend meetings as required/requested, such as staff meetings and program-specific collaborative meetings as directed by supervisor.

## ACCOUNTABILITY AND REVIEW

Position reports to: Housing Stability Manager

Performance review: Annual reviews

## DIRECT REPORTS

Number of employees receiving work direction: N/A

Position titles reporting to position: N/A

## MINIMUM QUALIFICATIONS

### KNOWLEDGE AND SKILLS:

- Demonstrated knowledge of housing stabilization skills including tenant rights, standard lease agreement adherence, and community resource-linkage
- Knowledge of housing assistance programs
- Tenant/landlord law and tenant/landlord relations
- Strong interpersonal skills, cultural competence and ability to employ sensitivity in building rapport with clientele; ability to network and build relationships quickly and easily

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- Practical knowledge and use of HMIS or other electronic database system/s
- Experience utilizing Excel to capture and synthesize data
- Strong advocacy skills and ability to act as a liaison between various parties to meet needs, such as participant and landlord/property owner or between staff members
- Creative and solution-focused problem-solving skills
- Must be able to perform extensive charting, electronic data entry and documentation
- Excellent written and verbal communication skills
- Ability to work in a team and independently
- Bilingual: Spanish/English preferred, but not required
- Knowledge of Housing First Model, Harm Reduction, and Motivational Interviewing and other best practices serving formerly homeless individuals
- Must have valid CA driver's license and acceptable DMV record, as driving to participants' homes and community/staff meetings is required

## EDUCATION

- BA in social services or AA degree and three years of experience in social services.

## EMPLOYMENT CLASSIFICATION

FLSA Status: Non-Exempt

Payroll Status: Hourly

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Revised 09.2017 CC

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*LAFH is an Equal Opportunity Employer. The above statements are intended to describe the general nature and level of work performed. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel in this classification.*

•Dignity

•Perseverance

•Collaboration

•Leadership

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Work Schedule: Full-time

## PHYSICAL DEMANDS, ENVIRONMENTAL CONDITIONS, EQUIPMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions. Employee may be in contact with individuals and families in crisis who may be ill, using substances and/or not attentive to personal health and safety for themselves. The employee may experience a number of unpleasant sensory demands associated with the client's use of alcohol and drugs, and the lack of personal care. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations.

Employee is required to: Walk and climb stairs; Handle, finger, grasp and feel objects and equipment; Reach with hands and arms; Communicate, receive and exchange ideas, information by means of the spoken and written word; Be mobile by moving oneself from place to place quickly and easily; Repeat various motions with the wrists, hands and fingers; Be able to have visual activity for (including, but not limited to) administrative and clerical tasks; Drive personal vehicle in and around Los Angeles County and periodically transport clients; Be able to enter various buildings that may require climbing stairs. Be subjected to outside environmental conditions. Use a personal and/or laptop computer, copy, postage and fax machines. Complete all required forms in personal writing.

***To apply for this position please email resume and cover letter to: HR@Lafh.org***