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| <b>Job Title</b>      | Housing Services Coordinator – Bilingual (Spanish/English) Required | <b>Department</b>           | Transitional Housing Department                               |
| <b>FLSA Status</b>    | Non-Exempt/Union  | <b>Reports to</b>           | Transitional Housing Services Director                        |
| <b>Classification</b> | Full-Time (40hrs)   | <b>Start Date</b>           | Immediately   |
| <b>Location</b>       | On-Site   | <b>Schedule/Hours</b>       | Mon-Fri/10am – 6pm, some evenings                             |
| <b>Pay</b>            | \$26.46-\$29.35 per/hr. (includes additional bilingual pay)         | <b>Benefits Eligibility</b> | Yes (Vacation, Sick Leave Medical/Dental Vision & Retirement) |

*\*Position is eligible for hybrid workplace option after successful completion of introductory period.*

*To apply submit resume with cover letter to: Encarny Aguado, Transitional Housing Services Director [eaquado@c4dp.org](mailto:eaquado@c4dp.org). No Phone Calls Please*

**CENTER FOR DOMESTIC PEACE** is a non-profit organization, founded in 1977, working at the county, state, and national level to end domestic violence. Center for Domestic Peace (C4DP) serves women, men, and youth who have been, and/or who are at risk of being, abused and/or battered, or who have perpetrated, and/or who are at risk of perpetrating, abuse, bullying, and/or battering. C4DP’s programs helping children, teens, women, and men to live violence-free lives include: 24-hour hotlines; emergency shelter; transitional housing; support groups; legal advocacy; school programs; community prevention and education projects; professional continuing education programs; corporate, state, and nation-wide trainings; leadership development programs; and resource identification.

**POSITION OVERVIEW:** Second Step provides 21 units of transitional housing with comprehensive supportive housing services for domestic violence survivors and their children. Supportive housing services include participation in a dedicated on-site Economic Empowerment program, designed to increase resident’s economic self-sufficiency that includes educational classes such as how to start and run a business. Second Step also offers case management, individual counseling, support groups, crisis intervention, skill-building workshops, and assistance securing long-term permanent housing.

The ideal candidate for this position is an energetic individual with experience assisting individuals find and secure housing and the ability to work collaboratively within a team. The Housing Services Coordinator will work with transitional housing applicants and residents to ensure that they have everything that is required to qualify for the program. They will support residents in their housing search by assisting completing housing applications digital access to required documents for securing their permanent housing and accessing participant funds. They will assist the Second Step team with obtaining releases of confidentiality, entering data in Salesforce and other administrative responsibilities as requested.

## **PRIMARY JOB RESPONSIBILITIES:**

These are core functions of the job. **Additional duties may be assigned as needed.**

1. Assist residents preparing and applying to Second Step.
2. Assist residents with permanent housing searches, filling out applications and ensures eligibility.
3. Helps expand range of housing options for residents.
4. Assist residents in completing the necessary paperwork to secure section 8 HUD vouchers.
5. Assists in coordination with landlords.
6. Provides supportive services and follow-up services that meet the needs of transitional housing residents and former residents.
7. Provides individualized case management (including economic and empowerment activities and assistance securing permanent housing) for residents;
8. Provides other supportive services, such as skill building workshops, safety planning, and crisis intervention;
9. Provide administrative support to the Second Step team, including Program Director and Economic Empowerment Specialist.
10. Follow up with landlords/collaborators to increase/maintain collaboration.
11. Track resident participation and assist with outreach to increase participation.
12. Coordinates referrals and services with other agencies;
13. Increase resident capacity and completion of digital consent forms.
14. Welcome new residents with orientation packets.
15. Helps implement disbursement of the childcare assistance, short-term financial housing assistance, and rental assistance;
16. Contributes to collection and input of data needed for progress reporting.
17. Maintain and exercise cultural awareness and sensitivity to diversity.
18. Maintain program record-keeping in accordance with funding requirements.
19. Ability to have a flexible schedule.

## **MINIMUM QUALIFICATIONS:**

1. Requires BA OR 2-4 years of relevant educational training and experience coordinating housing services for domestic violence survivors and their children, including Section 8 applications, and landlord outreach.
2. Certified Domestic Violence Counselor including completion of 40 Hour Domestic Violence Advocate Training (may be completed after hire; starting pay will be reduced).
3. Bilingual English and Spanish skills, written and verbal.

## **JOB REQUIREMENTS**

1. Experience conducting housing program applicant interviews, intakes and maintaining communication with participants concerning their needs and the needs of their children.
2. Experience assisting individuals with permanent housing searches.
3. Experience coordinating with landlords once housing has been secured.
4. Experience assisting individuals completing the necessary paperwork to secure section 8 HUD vouchers.
5. Excellent written and oral communication skills.
6. 1-2 years' experience providing tech training and support to beginner tech users navigating Housing Authority and other technical applications
7. Familiar with resources for domestic violence victims and their children in Marin County.
8. Intermediate computer skills: comfortable with Office 365 applications including SharePoint and OneDrive collaborations and storage, MS Word, Excel, PowerPoint, Outlook calendar, Asana, and Zoom

platforms.

9. Experience in data entry and use of software, Salesforce preferred.
10. Demonstrated cultural awareness skills with the ability to build a common agenda.
11. Resourcefulness, flexibility, self-motivation, and ability to inspire enthusiasm, and participation while adhering to program protocols and maintaining professional boundaries.
12. Sensitivity and understanding of the issues of domestic violence and feminist principles; alignment with Center for Domestic Peace's Statement of Purpose and organizational philosophy.
13. Criminal justice clearance and fingerprinting as required by C4DP.
14. Valid driver's license, auto insurance, and vehicle required along with personal auto insurance limits of 100k/300k.

## **WORKING CONDITIONS**

1. The person in this position needs to occasionally move about inside the office to access file cabinets, office machinery, etc.
2. Constantly operate a computer.
3. Occasionally ascends/descends stairs to access second floor units.
4. The ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
5. The ability to observe details at close range (within a few feet of the observer).

***Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.***

*Center for Domestic Peace is an equal opportunity employer, committed to the principles of non-discrimination and equal opportunity in employment and in the delivery of services. C4DP commits to ensuring that the work environment of its employees and volunteers are free from all forms of discrimination, harassment, and retaliation based on Age (40 and over), Ancestry, Color, Religious creed (including religious dress and grooming practices), Denial of FMLA, Disability (mental and physical including HIV and AIDS), Marital status, Medical condition, Genetic information, Military and veteran status, National origin, Race, Sex/gender (includes pregnancy, childbirth, breastfeeding and medical conditions related to pregnancy), Gender identity/gender expression, and Sexual orientation.*