

# **LIFE PROGRAM COORDINATOR**

## **Job Description**

Shiloh Community Housing, Inc. (SCH) mission is to remove the barriers to safe, affordable housing such as age, income/sustainable employment; lack of education/under-educated; and training/skills which would prevent a person from ever obtaining sustainability and acquire permanent housing.

SCH's young adult program service's sole purpose is to be available to help young adults ages 18-24 who are experiencing homelessness or those that have barriers to employment. We support program participants and assist them to alleviate the problems which created their current situation, some of which may be lack of adequate education, job training, etc. We meet the basic needs of the person in crisis, while providing them with the support to become healthy, self-sufficient, contributing members of our community.

The Living Independent Forever (LIFE) is a transitional housing program that provides safe affordable housing (up to 2 years).

The Life at Work (LIFE@Work) is a workforce development program that provides training for young adults that are in-school or out-of-school ages 16 – 26.

### ***Position Summary:***

Program Coordinator provides program development, program participant intake interviews, assessments, reporting, and other duties as assigned. The desired candidate is an experienced individual who teaches or helps a less-experienced individual learn more about their chosen goal in life. The Program Coordinator must possess important characteristics like patience and wisdom so they can share their experience with others. These characteristics are necessary to help the program participant learn about and fully understand their chosen goal in life.

### ***Knowledge, Skills, and Abilities Required:***

- Knowledge of the homeless population is needed.
- Basic understanding of youth development and behaviors.
- Strong ability to relate effectively with staff, clients, and community agencies.
- Thorough working knowledge of crisis intervention.
- Ability to manage difficult clients and in a supportive, non-threatening manner.
- Ability to work independently, using good judgment.
- Proficient with standard computer operating systems.
- Excellent oral and written communication skills including organizational skills.
- Ability to prioritize multiple tasks.
- Demonstrated customer service skills.
- Pass federal, state, and local background investigation.

### ***Essential Functions:***

- Demonstrates a clear understanding of the organization's mission and philosophy, and the underlying values upon which the agency is founded to the youth and the community we serve.
- Understand and comply with all Agency policies and procedures.
- Utilize motivational interviewing in conversations with all clients.
- Maintain a high level of ethical standards.
- Always ensure the safety of clients.
- Participate in the empowerment and the management of clients.
- Provide security for the building, including the surrounding area, by reviewing security cameras as needed.
- Manage young adults by setting goals and managing progress.
- Share general duties of all staff, i.e., answering phones and other administrative duties.
- Maintain the security and privacy of all records per SCHI Policy & Procedures.
- Follow HIPPA guidelines per HIPPA training.
- Ensure programs published guidelines are followed.
- Manage crisis situations, including clients coming in under the influence, suicidal ideation, medical emergencies, and building issues.
- Perform onboarding intakes, assessments, discharges, and assist in meeting the operating needs of the program.
- Conduct emergency client meetings as necessary.
- Communicate goals and objectives requirements to other staff as needed.
- Supervise and review documentation in clients' files.
- Requisition program supplies as needed.
- Understand client fee payment accounts as needed.
- Assist participants with Request for Supportive Services and direct use as necessary.
- Maintain positive working relationships with all staff.
- Keep management staff fully informed of program status.
- Perform other duties as assigned.

**Reports to:** President/CEO

**Location:** Anchorage, AK

**Benefits:** Paid holidays and sick leave

**Salary:** TBD depending on experience.

**Status:** Full and Part Time Available 20 - 40 hours per week

### ***Education:***

Bachelor's degree in Human Services, Social Work, Psychology or a related field preferred, work experience may be substituted.

### ***Experience:***

Minimum of two (2) years' experience working with homeless, at risk population, preferably in a residential setting including case management desired.