

SHARE! Collaborative Housing Placement Program Coordinator

SHARE! Collaborative Housing is our solution to ending homelessness, providing immediate low-income permanent housing. Residents are carefully placed by the Placement team into housing that works for the residents and meets their needs. Most residents are housed within 24 hours of requesting housing. The S!CH Placement team are the first step in a prospective resident's journey to becoming housed. The team receives direct calls, walk-ins, and referrals from outside housing partners to connect people to vacancies, facilitate relationship to the homeowner, and ensure the resident is moved in efficiently.

The Program Coordinator is responsible for supervising, developing, and supporting program staff. They utilize the SHARE! Peer Toolkit to nurture a culture of recovery and community, problem solve, and collaborate with SHARE! Management to maximize program effectiveness. This position works closely with the Director of Collaborative Housing.

Key Responsibilities:

- Supervise, develop and support program staff
- Interpersonal relationship skills and willingness to build relationships
- Execute contract deliverables
- Submit program reports
- Track program data
- Develop relationships with contractors/funders
- Submit and track contract billing for services (COS)
- Track and submit all program documentation as necessary
- Developing relationships with current homeowners and ensuring residents are placed in housing that resonates with their goals
- Conduct performance reviews with program staff
- Orienting staff, program and community to SHARE! vision and mission
- Assess and maximize effective implementation of SHARE! Peer Toolkit
- Nurture culture of recovery and community driven practices within the program
- Conduct effective staff meetings
- Problem solve and cooperate with SHARE! Management to maximize program effectiveness

Skills/Knowledge/Competencies:

- Ability to learn, teach, demonstrate and develop proficiency in others' use of the S! toolkit
- The ability to develop and communicate goals of the S! mission.
- Proficiency in advocating S! practices and mission/vision to partners, contractors and other audiences
- Familiarity with data software such as Salesforce
- Ability to track projects, supplies, resources, staff, meetings and volunteers etc.
- Ability to lead, motivate, mentor, evaluate and inspire others
- The ability to delegate responsibility and to work with others and coach them to develop their capabilities.
- Empower employees and allow them freedom to decide how they will accomplish their goals and resolve issues
- Ability to mentor diverse staff and foster teamwork
- Ability to prioritize and meet deadlines
- Maintain professional boundaries

- Ability to identify and resolve issues
- Implement cultural competency, mitigate implicit bias identify and address micro-aggressions
- Ability foster a culture of diversity, equity and inclusion
- Ability to use meaningful feedback from staff and others
- Ability to hold people accountable
- Ability to track complex information and adjust quickly
- Ability to compromise and carry out the needs of S! and others
- Ability to take responsibility for one's own or one's employees' performance, by setting clear goals and expectations, tracking progress against the goals, ensuring feedback, and addressing performance problems and issues promptly.
- Ability to develop, maintain, and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support
- Ability to identify the information needed to clarify a situation, seek that information from appropriate sources, and use skillful questioning to draw out the information, when others are reluctant to disclose it

Experience

- Two years' personal experience attending self-help support groups. Three to five years preferred
- Two years of sobriety and/or abstinence, if applicable. Three to five years preferred
- Knowledge of recovery, good interpersonal skills, computer skills, organizational skills
- BA/BS degree highly preferred but not required
- Driver's license, reliable transportation and valid automobile insurance
- Strong connections in the recovery community
- Bilingual any language a plus, especially Spanish
- Ability to read and write proficiently in English

Honesty, Willingness, Open-mindedness, Desire to grow