



JOB DESCRIPTION Lead Services Coordinator, The Joyce

Duration: Permanent, Full-Time Exempt Position, Hourly

Reports To: Director of Programs

Salary Range: \$61,000-\$63,000 annually, opportunity for bilingual pay differential, DOE.

Schedule: Sunday-Thursday, mid-day shift

Benefits: Medical, Vision & Dental Insurance premiums 100% covered for employee;
Employer Funded 403(b) Pension;
Vacation, Holidays, Sick Leave, Bereavement;
Life Insurance, Short Term and Long-Term Disability;
Two weeks parental leave;
Employee Assistance Program;
Sabbatical (four weeks paid) after seven years;
Approximate 36-hour work week - four hours "wellness" benefit, compensation is based on 40 hours.

About Community Partners for Affordable Housing (CPAH)

Join us at CPAH and be part of a team dedicated to supporting our growing organization, serving over 500 households in rental housing in Washington County and SW Portland and another 150 participants who are exiting homelessness.

CPAH is dedicated not only to ensuring equitable access to housing, but also to building a team that reflects the diversity of our residents and represents a variety of backgrounds, perspectives, and skills. The more inclusive we are, the better our work will be.

Position Summary:

CPAH has recently opened The Joyce, a 100% Permanent Supportive Housing (PSH) site, serving 66 adults exiting homelessness. This project is a partnership with case management services provided by onsite service partners from Cascade AIDS Project (CAP), Native American Rehabilitation Association, Inc (NARA), and Cascadia Health. CPAH also provides a Resident Services Coordinator onsite. In alignment with CPAH's mission and goals, this position will be responsible for coordinating The Joyce team including CPAH resident services, Cascadia Health, CAP, NARA case management, front desk staff and Pinehurst Property Management. This is not a supervisory position, rather, it is focused on ensuring that the program is coordinated and that communication with and between on-site partners is organized.

The Lead Services Coordinator will coordinate across service provider agencies and property management to create, operationalize, and oversee site-specific procedures and case coordination. The goal is to foster collaboration and communication to ensure program procedures and operations best serve residents and a healthy community. Lead Services Coordinator will work their shifts onsite at The Joyce.

Lead Services Coordinator duties shall include but are not limited to the following activities: scheduling and facilitating staff meetings to address resident and building needs; meeting with onsite staff and supervisors individually to address program needs; conflict resolution; coordinating a staff schedule and time off procedures; creating a program manual for cross-agency policies and procedures; tracking policy and procedure outcomes.

It is possible that the Lead Services Coordinator may engage, if needed, with residents to support their successful tenancy, especially when other staff are absent or unavailable to assist.

Primary Responsibilities:

- Coordinate and establish a system for case conferencing with the other service providers at The Joyce to ensure that the entire service provider team is included in supporting the residents' needs and the larger community functioning.
- Coordinate with Property Management in service provision of households who face difficulty complying with lease terms and who engage in behavior that presents a risk to the safety of residents or staff, or that inhibits other resident's rights to quiet enjoyment of the property.
- Provide onsite problem solving connected to building policies and supportive housing processes to the Resident Services Coordinator, Case Management Staff, and onsite Property Management staff. The Lead Services Coordinator will ensure good collaboration and communication with property management and partner service provider agency supervision staff to avoid duplication of effort.
- Understand staff schedule, tracking time-off schedule for non-front desk onsite staff to plan for coverage. Coordinate with partner agency supervision in planning for shift coverage during planned and unplanned staff leave.
- Facilitate and schedule staff meetings to collaborate on resident move-in assistance, tenancy supports, wraparound services and case management resident engagement.
- Create and maintain a Program Manual with policies and procedures for The Joyce team. Lead Services Coordinator shall coordinate with the onsite partners as well as CPAH asset management, property management, and CPAH's Director of Programs as needed to finalize program policy.
- Track policy and procedure outcomes and analyze resident experience and tenancy outcomes.
- Provide coverage for Resident Services and Case Management staff if requested.
- Provide appropriate resources and tools to assist participants in achieving their case plan goals; making referrals for services and following up to ensure resident needs are met.

- Assist in completion of required grantor reports quarterly and annually
- Develop and maintain tracking system to support communication and collaboration between services and property management
- Coordinate training for The Joyce team around identified training needs to support the collaborative team functioning in a PSH environment.
- Assist The Joyce service provider agencies in the training and onboarding of new hires to understand staff roles and responsibilities.
- Support resident services coordinator in partnership development

Qualifications:

To be successful as our Lead Services Coordinator, you will need to meet the minimum qualifications and commit to building an inclusive work environment.

- At least two years' experience developing individualized case plans and applying case management skills to complex situations and behaviors.
- At least one year's experience working with individuals and families with the experience of homelessness, including people with symptoms of mental health and substance use diagnoses.
- Experience working with diverse populations providing culturally responsive services.
- Experience collaborating with community partners and service providers to meet resident needs.
- Experience coordinating a multi-agency team.
- Experience in role providing leadership and direction to team, co-workers, or partners.
- Strong verbal and written communication skills, including ability to effectively communicate with individuals in distress.
- Experience using participant centered, trauma informed, and de-escalation practices.
- Proven ability to work with efficiency and flexibility.
- Passionate about CPAH's mission and impact.
- Ability to maintain appropriate professional boundaries with residents.
- Ability to work independently and as part of a team.
- Proficiency in Microsoft Word.

As an equal opportunity employer, CPAH is committed to building a culturally diverse and inclusive environment and we are actively seeking to recruit a diverse applicant pool.

Bilingual and/or multicultural individuals are encouraged to apply. CPAH values experience working with historically underserved populations and communities of color and offers a pay differential for staff who can speak languages relevant to our resident community.

Studies have shown that women and people of color are less likely to apply for jobs unless they meet every one of the qualifications listed. We are most interested in finding the best candidate for the job, and that candidate may be one who comes from a less traditional

background. If you meet key qualifications for the job, and believe you would be the best fit, we encourage you to apply; please use your cover letter or introductory email to explain how you will accomplish parts of the job for which you have less experience. If you are unsure whether you meet the qualifications of this position, please feel free to contact us.

CPAH values passion around affordable housing. And not to be understated, a sense of humor and desire to be part of a learning and growing team.

Unique Job Conditions:

This job is primarily on-site at The Joyce apartment building in downtown Portland. The schedule for this position is Sunday-Thursday, mid-day shift (10am-6pm OR 11am-7pm). Requires occasional participation outside of regular hours for meetings or events. Occasionally required to lift more than 25 pounds.

To Apply

Both a resume and a cover letter are required, and great cover letters describe your interest and qualifications (including equivalent experience) for this position, your commitment to diversity, equity, and inclusion, and your perspective on affordable housing in our community.

To apply for this job, email your cover letter and resume to jobs@cpahoregon.org. For more information on CPAH, please visit our website at cpahoregon.org.

This position will be open until filled.

CPAH does not discriminate against any person on the basis of age, race, color, religion, sex, sexual orientation or gender identity, disability (physical, mental, or developmental), familial or marital status, or national origin, in admission or access to, or treatment of, residents, employees or volunteers in any of its projects or programs.

