

Job Details

Title: Youth Housing Coordinator
Reports to: Director of Community Youth Services
Classification: Exempt
Hours: Full-Time; standard weekday hours with some flexibility required due to on-call hours
Hiring Range: \$38,000-\$45,000, based on experience and education
Work Week: Monday 12:00 AM to Sunday 11:59 PM (AGENCY WORK WEEK)
Required to Transport Participants? Yes
Required to Drive in the Course of Conducting Business? Yes
Meets Policy Requirements for Personal Cell Phone Use Stipend: No
Meets Policy Requirements for Company Cell Phone: Yes

Background

Since 1975, Pendleton Place (PP) has been a place of safety and comfort for children hurt by abuse and neglect. PP is committed to innovative approaches that will ensure children & youth are safe, families are whole, and communities are strong. We help children and families through a focus on residential foster care, supportive community services for at-risk families, an array of youth homelessness services, and comprehensive services for kinship caregivers.

The Youth Resource Center (YRC) within the Community Youth Services (CYS) department provides a lowbarrier space to meet the basic needs of young adults ages up to the age of 24 experiencing or at risk of homelessness. Our model of service utilizes a youth-focused framework incorporating positive youth development, trauma-informed care, and economic mobility. Services provided by the YRC include drop-in hours, youth case coordination, supportive housing services, and street outreach. Pendleton Place is an authorized Thrive Hub location and YRC staff can assist participants in applying for state and federal assistance, increasing their access to various benefits and services that will improve their overall health, well-being, and stability. The YRC works extensively with youth who have experienced trauma, often in the form of childhood maltreatment, system involvement, housing instability, and/ or trafficking. The YRC also collaborates closely with our Residential Services department, particularly the Emergency Youth Shelter and Safe Place programs.

Position Summary

THIS IS A GRANT-FUNDED POSITION

The Youth Housing Coordinator (YHC) position is one of two roles funded primarily by the US Department of Housing and Urban Development (HUD) and is responsible for guiding youth experiencing or at risk of homelessness ("participants") through an intake, planning, and implementation process of services and interventions that lead to the achievement of safety, stability, housing, and self-sufficiency. The YHC reviews, analyzes, and evaluates all available participant information in order to develop an effective, appropriate plan that targets key outcomes aligned with specific needs. The YHC is also responsible for assisting participants in implementing and maintaining their plans, providing layers of community supports through referrals and identification of natural supports, communicating effectively with all appropriate parties regarding plan progress and challenges, and convening multi-agency teams to address critical case concerns.

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The YHC will be expected to help facilitate participant group meetings and workshops. This position will also support youth exiting program services by developing and implementing housing coordination, case management, and aftercare in partnership with all YRC and CYS staff. This position's success depends on establishing and maintaining strong, professional relationships with youth and families who receive services within the YRC and/or other CYS and Pendleton Place programs while maintaining professional boundaries and using the best practices of trauma-informed care to guide service delivery.

Essential Functions of Position

1. Coordinate housing solutions within the HUD "Youth Transitions" program for participants and provide case management and aftercare to housed youth.
2. Conduct housing intake and assessments with participants referred from the Housing Determination Committee (HDC) of the Upstate Continuum of Care (COC).
3. Assess participant needs, make referrals as appropriate, and assist in conducting new youth intakes as needed.
4. Serve as primary contact for property owners/managers, returning communications within one (1) business day, and collaborate with property owners/managers to ensure all housing units continue to meet HUD-defined habitability standards through initial and quarterly inspections.
5. In collaboration with the participant(s), develop a plan that addresses the attainment of foundational, short-term, achievable outcomes that lay the groundwork for longer-term positive outcomes.
6. Create communities of care, in accordance with national Council on Accreditation (COA) standards, that build skills and offer support that lead to self-sufficient, healthy, productive, and stable adult lives. The YHC must design plans for participants that address the lack of education and career training, income, transportation, childcare & family resources, financial wellness, natural support networks, and holistic health services.
7. Coordinate with partner agencies and community providers to ensure referrals are properly made and to assist participants in mitigating crisis situations and meeting goals.
8. Regularly review and update participant plans, tracking participant progress toward improved outcomes.
9. Serve as a key part of YRC drop-in center operations, staffing the YRC when it is open to all youth experiencing homelessness or at risk of homelessness; assist youth with check-in, obtaining items to meet basic needs, and accessing partner services.
10. Assist YRC staff as needed with outreach to schools, neighborhood community centers, community organizations, locations where street youth congregate, etc. to identify youth and families who would benefit from YRC services.
11. Provide direct assistance to participants as they navigate challenges; examples include attending meetings and providing "warm handoffs" to other community providers.
12. Coordinate and/or provide occasional transportation to participants to support their plan goals.
13. Close cases in accordance with program policy, ensuring that participants have received ample notice and providing transition plans as necessary.
14. Support Pendleton Place resource development efforts by responding to requests from Development for information or participant needs.
15. Lead skill-based workshops for program participants and assist in coordinating peer support groups as called upon.
16. Work proficiently with diverse populations and accommodate special needs, as appropriate, to ensure effective services are provided.
17. Demonstrate problem solving, critical thinking, and time management skills.
18. Work independently and effectively without daily supervision.
19. Ensure all participants understand their rights and maintain the highest protections for participant privacy and confidentiality.

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20. Adhere to a commitment to high-quality case documentation, all recorded electronically in the Homeless Management Information System database, or HMIS, and the internal Pendleton Place case management system, extendedReach.
21. Assist the Director in quality improvement efforts; participate in data management meetings, review provided performance data and ensure participant satisfaction surveys are delivered on a consistent basis.
22. Provide rotating on-call coverage.
23. Other duties, as needed and required to ensure quality youth outcomes.

Qualifications

Minimum Qualifications

1. Minimum of a 4-year degree from an accredited college or university, preferably in social work, counseling, public health, rehabilitative counseling, psychology, sociology, child advocacy, poverty studies, or child and family studies
2. At least two (2+) years of professional work experience relevant work experience, preferred experience working directly with youth (ages 17-24).
3. Network of contacts in Greenville County, particularly those relating to housing and employment.
4. Satisfactory criminal history and background check determination (Child Abuse and Neglect Central Registry, criminal background check, Sex Offender Registry, Motor Vehicle History, fingerprinting, and potentially others).
5. Possess valid South Carolina driver’s license in good standing.
6. Comfortable with change and adaptable to changing needs of program.
7. High level of initiative.
8. Ability to:
 - o Engage comfortably and effectively engage with youth and young adults.
 - o Serve as a role model for all participants.
 - o Work cooperatively and communicate effectively with team members

Desirable Qualifications

1. Master’s Degree in Social Work or closely related field.
2. Knowledge of social services, child welfare systems, HUD, homeless management information systems, trauma-informed care, and positive youth development.
3. Multilingualism (Spanish language proficiency desirable).

Physical Demands				
Stand	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Walk	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Sit	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Handling	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Outward	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Above Shoulder	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Climb	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Crawl	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Squat or Kneel	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Bend	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Lifting Requirements				
10 pounds or less	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A

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11 to 20 pounds	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
21 to 50 pounds	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
51 to 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
> than 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
Pushing and Pulling Requirements				
12 pounds or less	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
13 to 25 pounds	<input type="checkbox"/> Constantly	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
26 to 40 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
41 to 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
> than 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
Definitions				
N/A	Not Applicable	Activity is not applicable to this occupation		
O	Occasionally	Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)		
F	Frequently	Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)		
C	Constantly	Occupation requires this activity more than 66% of the time (5.5+ hrs/day)		

The organization has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your At-Will employment, and the organization reserves the right to change this job description and/or assign tasks for the employee to perform, as the organization may deem appropriate.

I _____ have read and understand this job description and agree that I am able to perform the essential functions outlined in this job description. I understand that failure to provide information or omission of information pertaining to my ability to meet the requirements of the job or my inability to perform the essential job duties will be cause for immediate termination of employment, regardless when or how discovered.

Signature: _____

Date: _____