**Hours:** 40 hours: 12 PM to 10 PM: includes weekend hours

**Responsibilities and Duties:**
The Housing Response Coordinator will:

- Process status email upon shift start and respond to any remaining emergent client needs
- Sends status email at the close of every shift
- Respond to incoming calls within one hour of the call receipt and gather all pertinent information surrounding individual/family needs.
- Calmly and diplomatically address difficult and demanding calls from potential and/or current program participants. Use sound and independent judgment to determine how calls are to be processed.
- Assess for eligibility for crisis housing.
- Coordinate hotel stay, transportation, and emergency food when appropriate.
- Communicate all relevant information regarding the client to the assigned FSS/CSS and enter a note in CHS database.
- Complete a 7 day needs assessment for hotel living and prepare the needed resources to be handed off to the FSS and CSS.
- Respond to emergency logistical and operational needs such as emergency food delivery and transportation for all parties entering and exiting motels.
- Conduct street rounds once a week.
- Maintain outreach log in the CHS database.
- Develop a collaborative partnership including but not limited to: Operation Safety Net, Allegheny Link, IRES, and CYF Intake.
- Attend meetings/trainings to enhance skills and working knowledge to better serve Housing Assistance consumers.
- Work with the Housing Response Team and CHS as an agency to identify and execute new, effective approaches to service.

**Minimum Qualifications:**

- Minimum of BA in Social Sciences or a combination of work and life experience that established the following experiences and skills.
- Experience assisting people in crisis.
- A current understanding of and willingness to follow harm reduction and trauma informed care philosophies.
- Ability and willingness to walk 2 miles to street camps.
- Excellent communication and interpersonal skills.
- Strong organizational, phone and computer skills.
- A working knowledge of the social service system through life or job related experience.
- A willingness to work collaboratively in a team setting.
- Strong ability to navigate the World Wide Web to familiarize and access various resources.
- Ability to work and travel independently.

Qualified candidates submit resume and cover letter to: akainaroi@chscorp.org FAX: 412-621-6519