



Job Description

Job Title: I-HELP Coordinator

Work Location: AZCEND office – California Street

Division/Department: Homeless and Housing

Reports to: Homeless and Housing Programs Manager

Full-time
 Part-time

Exempt
 Nonexempt

Work Schedule: This position works primarily business hours, Monday through Friday. Due to the nature of the work performed, flexible scheduling is required and may include evening or weekend hours.

Position Summary:

Oversees the operations of the Interfaith Homeless Emergency Lodging Program and the coordination of partners, host sites and other services.

Essential Duties and Responsibilities include the following, other duties may be assigned:

- Coordinates emergency lodging and meal scheduling with host sites and outside partners, as well as additional services such as laundry, shower trailer, etc.
- Conducts intake for program participants and provides general coordination of intake with monitors, and staff.
- Recruits, trains and supervises Peer Monitors for the program, including processing stipend payments.
- Conducts data entry through HMIS and internal FAST systems.
- Coordinates, inspires and trains volunteers to assist in the program in coordination with AZCEND's Volunteer Coordinator. Volunteers include intake supervisors, drivers, host sites, food providers, shower trailer drivers and laundry partners.
- Maintains and enhances I-HELP policy and procedure manual, in collaboration with case management.
- Assists in developing, preparing, and implementing the course of action and service strategies appropriate for achieving program outcomes.
- Attends program-specific meetings, monthly mandatory conference calls and represents the agency in the community as needed.
- Serves an advocate by providing information to individuals and groups on AZCEND's mission, programs and services.
- Builds community connections with local business, local governments, houses of worship, non-profits, and more to increase awareness around program, and general resources for program.
- Documents services provided and prepares activity and mileage reports in accordance with agency policies and procedures.
- Works as a team to provide participant centered services, including providing information and referrals to participants, identifying other resources either within AZCEND or in the community.
- Keeps Homeless and Housing Programs Manager informed of trends, concerns, successes, and other issues requiring attention.
- Assists with general upkeep and cleanliness of the facility.

Duties and responsibilities may change or new ones may be assigned at any time with or without notice.

Education and/or Work Experience Requirements:

- Bachelor's Degree in Education, Social Service, or related field. Two years related work experience in a human service setting providing direct services to the public is preferred.
- A combination of post-secondary education and related work experience supporting those experiencing homelessness that totals a minimum of four years (combined) may be considered in lieu of a Bachelor's degree.
- Strong oral and written communication skills and able to interface with internal and external customers.
- Strong presentation and organizational skills.
- Strong computer skills including Internet and Microsoft Office applications (Word, Excel) and internet-based applications.
- Works well independently with minimal supervision.
- Valid Arizona Driver's License and ability to obtain a Class C CDL.
- Must be able to obtain a Level One fingerprint clearance card from DPS and pass a Central Registry background check.

Physical Activities and Demands:

- Constantly
 - move about to accomplish tasks or move from one worksite to another.
 - communicate with others to exchange information, via use of computer, software systems, email, and phone.
 - repeat motions that may include the wrists, hand, and/or fingers.
 - operate a motor vehicle or heavy equipment.
 - assess the accuracy, neatness, and thoroughness of the work assigned.
 - perform the essential job functions consistent with the ADA and other federal, state and local standard in a safe and successful manner.
 - maintain regular, punctual attendance consistent with the ADA and other federal, state and local standards.
- Occasionally
 - perform work that is sedentary that primarily involves sitting/standing.
 - ascend or descend ladders, stairs, ramps, and the like.
 - move self in different positions to accomplish tasks in various environments including tight and confined spaces.
 - remain in a stationary position, often standing or sitting for prolonged periods.
 - adjust or move objects up to 50 pounds in all directions.

Environmental Conditions:

- Most work is performed in an office building or indoors. However, on occasion, work is performed in
 - high temperatures.
 - noisy environments.
 - small or enclosed spaces.

Approved By:**Approved Date:****Print Employee Name:****Employee signature:****Date:**