



## 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 as 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:**