



Partners Ending Homelessness

Title: *Homeless Program Support Specialist*

Supervised By: TBD

Supervises:

FLSA Status: Exempt/Full-Time/40 hr. week

Effective Date: July 2024

Organization Description

Partners Ending Homelessness is the primary planning and coordinating body for homeless housing and services in Monroe County, NY and is the lead agency of the Continuum of Care (CoC). It is a 501(c)(3) non-profit organization, with a Board of Directors and a stakeholder's group, the Homeless Services Network (HSN), that is comprised of more than 80 organizations and individuals who are directly involved in providing services to the homeless in the community. The primary responsibilities of Partners Ending Homelessness include: Operation of the CoC; designation of a Homeless Management Information System (HMIS) lead agency and oversight of the HMIS system; CoC planning; and coordination of a competitive and transparent process for applying for CoC Program Funding and submission of the Collaborative Application annually to HUD.

Position Summary

The Coordinator of Non-CoC Funded Programs is responsible to provide support and technical assistance to the components of the CoC that do not receive CoC funding to ensure that all of the components are in alignment and are focused on achieving the goals of ending homelessness in Monroe County. Funding sources could include Emergency Solutions Grants, NYS and local government funding. These programs provide emergency shelter, street outreach, homelessness prevention, code blue services and permanent supportive housing. Support will be provided to ensure all programs are in compliance with the regulations of their funding source(s), to improve data collection and data quality, are fully participating in Coordinated Entry, implementation of ongoing training programs, and other activities that addresses the needs and challenges identified by the programs. Common goals and performance targets will be established.

Skills and Abilities

This position requires a commitment to the goals of PEH, Housing First and Housing Focused best practices, strong verbal and written communication skills to include report creation; data management and analyses skills; program evaluation; the ability to handle multiple tasks and manage competing demands; conflict resolution; team building; the ability to understand and interpret government regulations, problem solving; meeting facilitation; interpersonal skills; the ability to build collaborations, support advocacy activities, standard office computer skills the ability to work with minimal supervision once fully oriented and trained.

Essential Duties/Responsibilities

- Provide technical assistance support that ensures homeless persons receive the housing/services needed to reduce the length of time homeless, move to permanent housing as quickly as possible, increase retention in permanent housing and reduce returns to homelessness.
- Use HMIS to conduct monthly data reviews to ensure timeliness of data entry and improve data quality.
- Create opportunities to promote collaboration between all components of the homeless system that encourages consensus with goals and performance targets
- Assist with data cleanup and troubleshooting to ensure the integrity of HMIS data and support improvement in system performance measures.
- Develop applicable written policies and procedures based on program needs.
- Participate in the Persons with Lived Experience workgroup to gain insights and assist with policy changes that better reflect the needs of the homeless population.
- Develop and maintain relationships with new and existing partners across the community that can assist people in obtaining needed resources.
- Lead solid relationship building and communication with diverse work teams, engaging community partners, shelters, and Homeless community leaders.
- Ensure that all programs are fully informed on purpose/goals of Coordinated Entry (CE) and are trained in CE policies and procedures
- Participate in PEH staff and leadership meetings to ensure effective planning activities are occurring
- Implement and lead a continuous quality improvement process that promotes regular and ongoing opportunities for programs to discuss operational strengths and barriers to improved performance and use that information to refine activities. Provide individual program and group support to optimize performance.
- Create a process to obtain regular input from providers and use feedback to enhance effectiveness of PEH services.
- Identify and work to address system, resource and support needs to support providers including building capacity to address client needs (e.g., skill building, vocational supports, medical respite, mental health supports, supports needed to keep people housed, etc.)
- Lead provider meetings to ensure engaged, motivated, successful, professional, and effective program staff members.
- Ensure that all shelter program activities operate consistently and ethically within ESG, ESSHI, and CoC policies.
- Other duties as assigned in support of PEH mission.

Education and Experience

A BA in Human Service-related field and/or 5+ years of experience in the operations of homeless housing/service programs particularly in the crisis response components of a CoC.

Qualifications/Requirements

- Proficiency in MS Office and experienced in use of database and reporting
- Problem solving abilities;
- Leadership skills and strategic vision;
- Strong work ethic;
- Reliability;
- Familiarity with HUD and homeless housing assistance programs strongly preferred);
- Passionate about PEH's mission and able to promote and communicate the philosophy, mission and values of PEH to external and internal stakeholders;

Certificates, Licenses, Registrations

- Hold a valid driver license in accordance with PEH's Motor Vehicle Policy;
- Ability to use one's personal vehicle for daily duties with reimbursement;

Physical Demands

While performing the duties of this job, the employee is regularly required to communicate in person or by telephone. The employee is frequently required to stand, walk and bend; to use his or her hands to finger, handle or feel objects, tools or controls; and to reach with his or her hands and arms. The employee must also be able to sit for extended periods of time. The employee must occasionally lift and/or move object weighing up to 40 pounds.

Work Environment

The position involves attention to detail and extensive organizational skills. The employee will work as part of a team, as well as interface with partner agency staff, partner agency leadership and funders. The employee will spend significant portions of time in an office setting, as well as in the field.

Conditions of Employment

- Satisfactory reference and background investigation checks;
- Demonstrated computer literacy through successful completion of pre-employment testing may be required;
- Submitted sample of prior written communications, both email and otherwise;
- Completion of all required paperwork prior to reporting to work;
- Participation in payroll direct deposit;
- Compliance with all PEH Policies and Procedures.

This job description is not intended to provide, and should not be construed as providing, an exhaustive list of all responsibilities, skills, efforts or working conditions associated with a job. They are meant to be accurate reflections of the principal job elements essential for making fair and informed decisions about the job.