



JOB DESCRIPTION:
CV Housing First Program Assistant II

DEFINITION

CVAG operates the CV Housing First Program, which is a coordinated regional approach to addressing unsheltered homelessness in Coachella Valley. The program follows the essential principle that once the stress of life on the streets is removed from the equation, an individual is more capable to deal with the underlying barriers to long term housing and self-sufficiency. Outreach, case management, and crisis stabilization housing are core elements of the program.

BASIC FUNCTION

To perform a wide variety of duties under the general supervision of the Assistant to the Executive Director and the Program Manager; perform related work as required for the Department as assigned.

The Program Assistant II - CV Housing First position is an all-purpose entry-level position that supports and monitors a broad range of program functions that will ultimately help homeless individuals and families people get off the streets and into housing they can sustain over time. This includes, but is not limited to, interacting with homeless people in the field; performing client intake and assessment; developing and reviewing individual client action plans; facilitating referrals; responding to calls for help; conducting regular check ins with clients in an assigned caseload; and tracking individual and program-level progress through data entry and records compliance. The Program Assistant II- CV Housing First position will help review overall program performance and make recommendations for improvement. The Program Assistant II - CV Housing First position also supports efforts to advance coordination with collaborative partners, and participates in regular data entry, compliance, and reporting activities.

The ideal candidate for this position will have experience performing the functions as set forth in this description. He or she will also have strong oral and written communication skills, well-developed computer skills, and proficiency with the HMIS Client Track as well as other office software. The ability to work independently, use initiative, exercise sound judgment, set priorities, and meet critical deadlines is essential.

REPRESENTATIVE DUTIES

Responsibilities may include, but are not limited to, the following:

- Conduct field outreach, including progressive client engagement, client intake, development of case management and transporting clients to the Homeless Access Center as needed.
- Perform client intakes, assessments, develop Individual Service Plans (ISP), provide intensive case management visits 2-3 times weekly, provide extensive electronic and paper client file documentation.
- Facilitate referrals to partner agencies to help clients achieve their individual action plan goals.
- Assist Program Manager with review, approval, and monitoring progress toward individual client action plans and goals.
- Assist Program Manager with training and oversight of all program staff, data entry (timeliness and quality), client case management visits, and hardcopy client files in compliance with County, State, and Federal guidelines.
- Frequently interact with clients within an assigned caseload to provide guidance, support, and case management as clients work toward self-sufficiency and long-term housing solutions.
- Coordinate and ensure that facilities and bridge housing units are clean and well-maintained in accordance with County, State, and Federal guidelines.
- Assist Program Manager with training and oversight of all program staff and operations, including client progress reporting and program performance dashboard.
- Work directly with HMIS Client Track to ensure client data and progress is accurate and entered in a timely manner.
- Work to ensure that client documentation and records are complete and in compliance with County, State, and Federal regulations.
- Participate in inter-agency coordination sessions and trainings.
- Assist with rapidly answering and logging calls for help that are made through the CV Housing First hotline.
- Work primarily out of the Homeless Access Center and work flexible hours, possibly including nights and weekends.

- Additional duties as assigned by the Program Manager, Assistant to the Executive Director or the Executive Director.

In addition, the Assistant - CV Housing First position will:

- Promote CV Housing First to foster positive staff and community relations.
- Understand and comply with CVAG policies and procedures.
- Understand and comply with strict regulations regarding confidentiality and handling of sensitive client information.

MINIMUM QUALIFICATIONS

- Minimum of 3 years of experience working in the Coachella Valley with unsheltered homeless individuals and in collaboration with partner agencies.
- Ability to maintain excellent positive working relationships with staff representing multiple partner agencies.
- Understanding of the Housing First approach
- Experience of HMIS Client Track
- Computer literate and experienced with Microsoft Office Suite
- Equivalent to or completion of high school (twelfth grade), including or supplemented by specialized clerical courses. Any combination of education and experience that would provide the required knowledge, skills, and abilities is qualifying. Bachelor's Degree in Counseling, Social Work, or Human Services is preferred but not required.

Ability to speak Spanish is desirable.

PHYSICAL CONDITION

Work will primarily be performed in the field, with additional duties in an office setting. Field work may involve using a personal vehicle to travel to remote or hard to access locations at all times of the year. Field work may also involve working flexible hours.

LICENSES AND CERTIFICATES

Valid California Driver's License, Class C and vehicle insurance

CLASSIFICATION

Class I - At-Will