



HOUSING AND CARE COORDINATOR

The Village at Glencliff (www.villageatglencliff.org) is in search of a person to become its **Housing and Care Coordinator** who is, first and foremost, passionate about caring for and housing our most vulnerable population. We are a burgeoning 501(c)(3) organization whose mission is to provide dignified, loving, and hospitable medical respite to our friends experiencing homelessness in Nashville, TN. To achieve our mission, we offer carefully cultivated services related to bridge housing to our residents, who stay with us in one of 12 stand-alone micro homes from their hospital discharge through recuperation until they are permanently housed. This arc of care seeks to break the cycle of emergency visits and rough living, offering a protocol that is unique in the United States.

The role of the **Housing and Care Coordinator** will leverage the values of The Village at Glencliff with agency and community resources to offer residents every opportunity to break cycles of poverty and unlock pathways to permanent housing, healing, and hope. This is a full-time position reporting to the Executive Director. The staff, and especially the Housing and Care Coordinator, will be working very closely with the Nashville Continuum of Care (CoC) to provide transition services to our residents.

Responsibilities:

As the residents' most direct staff contact, the **Housing and Care Coordinator** will interact with residents in a way that fosters health, mutual respect, clear communication, and positive self-regard while:

- Working with residents on their Individualized Service Plans (ISP), assisting residents through the application process for available resources, and addressing resident needs regarding transportation, employment, housing, and medical/mental health/recovery issues;
- Ensuring that all residents are adequately oriented and accountable to the program rules and guidelines, implementing the Program Handbook;
- Coordinating with other team members to maintain a mission-focused environment in which residents receive the highest quality of compassionate and dignified care while concurrently utilizing evidence-based practices, such as Trauma-Informed Care;
- Acting as a supportive staff member to ensure success for fellow staff members and residents alike

Qualifications:

- Commitment to the mission and values of The Village at Glencliff
- Demonstrated experience with homeless outreach, transitional housing, addiction and mental health services including Nashville HMIS
- Knowledge of Nashville's unhoused community and how to navigate existing resources.
- Commitment to fostering professional and supportive working relationships with colleagues, residents, and volunteers
- Knowledge of rental housing/real estate, landlord-tenant responsibilities and rights
- Experience with property management considered an asset
- Valid documentation of full dose of COVID-19 vaccination
- Lived experience of homelessness considered an asset

- Relevant Undergraduate or Graduate degree, nursing and/or social work experience an asset

Additional Duties and Responsibilities:

- Coordinate regular meetings with each resident, including but not limited to: ongoing assessment and goal-setting; referrals to resources; directing and supporting as needed to help residents achieve self-sufficiency; and crisis intervention
- Respond to all referrals and execute Screening Forms with eligible referrals
- Coordinate paperwork, orientation, and move-in days for new residents
- Create and maintain resident HMIS data, Individualized Service Plans (ISP), files, paperwork, documentation, and Exit Surveys
- Maintain Program Rules and Guidelines onsite; issue Conduct Warnings and create Behavior Contracts when rules are broken or behavior issues arise; maintain Grievance Forms; issue Away Passes and Extended Absence Form Agreements when appropriate
- Perform house inspections to ensure maintenance and safety; identification and tracking of planned or needed replacements, and repairs
- Participate in relevant agency and community meetings and events
- Participate in the design, delivery and/or facilitation of group therapeutic, educational, support and/or recreational activities
- Other duties as assigned to promote staff and resident successes

Skills Required:

- Excellent organizational, multi-tasking, and time management skills
- Self-motivated with an open and collaborative mindset
- Broad capacity for creative problem-solving
- Effective written, verbal, and interpersonal communication skills
- Computer literacy (Microsoft Word, Office, Excel, and Internet)
- First Aid and CPR certifications, or the willingness to become certified
- Demonstrated ability to manage crisis situations compassionately and effectively
- Demonstrated ability to work with diverse groups of people
- Comfortable in individual, group, and public speaking environments
- Motivational interviewing

Physical/Mental Demands & Working Conditions:

- Excellent motor vehicle driver with valid driver's license and means of transportation
- Ability to focus and be present in a fast-paced, multi-tasked environment
- Ability to lift or shift 10-25 pound items as necessary

Salary and Benefits: \$40,000 - \$45,000, commensurate with experience with additional consideration for nursing and/or social work background, plus monthly reimbursement for health insurance premium. The Village at Glenclyff recognizes 15 holidays per calendar year, and all employees receive four (4) weeks of Personal Time Off annually.

Equal Opportunity Employer: The Village at Glenclyff is an affirmative action/equal opportunity employer and provides opportunities to all applicants without regard to race, ethnicity, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. The Village at Glenclyff values diversity, equity, and inclusion in all aspects of employment.

Contact: Please send resume, cover letter with any other materials to Julia Sutherland at julia@villageatglenclyff.org.