

The Greater Wheeling Coalition for the Homeless

Job Description

Administrative and Services Coordinator

Date: October 2, 2016

Reports to: Executive Director

Supervises: N/A

Purpose: To provide specialized administrative coordination which assists the staff in providing services to the clients and support of all agency personnel through wide-ranging activities including: facilitating services; community based marketing; data collection; facilitation of agency wide time management practices; streamlining practices involving service delivery and all internal scheduling and referrals. The position must promote the professionalism of the organization through efficient operation of the receiving area for all guests.

ESSENTIAL TASKS OF THE POSITION:

(The following is intended to be illustrative, not all inclusive):

1. Work with key staff to implement practices to facilitate a prompt and efficient use of company time which support housing coordination, service delivery and agency administration
2. Provide in-reach by answering all incoming phone calls and referring client to the correct employee/program
3. Schedule all appointments for the case management team and confirming all appointments on multiple schedules on a daily basis
4. Provide follow-up calls to housed clients at set intervals to promote housing stability
5. Reach out to the community to solicit donations, develop/maintain a donor base to support the organization
6. Connect clients and those seen at intake with community resources via the development and maintenance of a robust information/ referral system and follow up on an individual basis on all information/ referral
7. Maintain a currently revised community resource guide
8. Develop and maintain through Microsoft Outlook a comprehensive professional contact list for the organization
9. Recruitment, documentation and overall development of a housing stock for Coalition programs including a Rapid-Re-housing program
10. Assertively promote Coalition programs by developing positive alliances through outreach between the organization and its partners, such as, landlords, financial stakeholders and colleagues resulting in marked improvements

11. Assist in the implementation of marketing and strategic planning which can involve all aspects of grant management, public relations, community planning, fundraising, volunteer recruitment, retention, training and scheduling.
12. Participate in the coordination of all activities including: orchestrating agency meetings/events, scheduling, preparation of meeting rooms, developing calendars of activities, maintaining the policy and procedures associated the agency, and as applicable with client's using the waiting area; maintaining the order and cleanliness of the waiting area on a daily basis
13. Perform various assessments to support the organization's activities and assists in the determination of client needs and eligibility in programs
14. Prepare clients for job readiness and life skills by securing, via donation, supplies for client care and provide for the organization and distribution of the items
15. Assist the case management team and the administrative branch with locating resources to improve individual outcomes and support programming needs
16. Conduct all of the duties associated with tracking requests for purchase orders and vouchers including assisting the fiscal division with proper accounting procedures to ensure proper internal controls, cash flow and grant management
17. Maintain the office mail system
18. Promote the improvement of critical interpersonal skills in our clientele, such as, coping, proper communication, stress reduction and defusing crisis in a confident, diplomatic and trained manner
19. Work efficiently and cooperatively with personnel to coordinate activities for all programs resulting in improved service delivery, better time management, lower number of necessary incident reports and improved agency operations
20. Assist with providing information, referral, and follow-up to local service providers to ensure that program participants are linked to appropriate supportive services to achieve self-sufficiency
21. Develop linkage with outside agencies and assist with in-house activities to allow our clients to participate in training workshops in various disciplines such as: homemaking skills, credit counseling and budgeting, educational and job opportunities, nutrition, parenting, health care, child care, support services, home buyer education, and entrepreneurial business development
22. Assist the designated staff with preparing regular reports on program status and tracking aggregate data on program achievements
23. Fully utilize the HMIS in a point in time fashion for each client this includes: entering data, running reports, and communicating issues to the designated staff
24. Participate in mandatory organizational activities as assigned, such as: staff meetings, fundraising, street outreach, Point In Time Count, Continuum of Care activities and group client meetings

SECONDARY TASKS:

- Assist with all necessary reporting, documentation and record keeping
- Conduct research, assemble and analyze data and information
- Work with diverse groups of people, reflecting professionalism as being the front position person of the agency
- Complete special projects, as assigned
- Apply a working knowledge of computer software, typing, data bases, emails and on-line activities
- Perform other duties, as assigned, within the job classification

POSITION REQUIREMENTS AND QUALIFICATIONS:

Education Level

- High School Diploma with applicable work experience
- Documented experience or certifications in Microsoft Word, Excel and Outlook

Transportation

- You must have a car, valid driver's license and car insurance
- You must be willing to transport clients, if necessary

Experience in Related Field

- Currently skilled in an administrative assisting role, head clerical or front line office work in a public setting
- Served in a networking capacity with businesses and agencies in the development of resources for a company or organization

Knowledge, Abilities and Attributes

- Maintain a high degree of personal flexibility to accommodate changing regulations and policies
- Capability to multi-task assignments at a fast pace while maintaining a calm demeanor
- Dependable on a daily basis and punctual
- Maintain confidentiality of client information, agency processes and all data
- Work as a team member in an environment which fosters input and critical thinking in solving social issues funded through the governmental and public sector
- Accept constructive criticism as a necessary stage of professional growth
- Proven ability to perform duties with minimal supervision, reflecting attributes of an independent worker and self-starter
- Fluency in spoken and written English with experience in persuasive communications
- Highly organized on every level
- Skillful at making applicants, participants and the community comfortable with participating in the programs and possess the ability to generate enthusiasm among all
- Ability to maintain confidentiality in all assignments; work harmoniously with other agency personnel; be flexible and perform work under time pressure; handle multiple deadlines and tasks simultaneously
- Competency in operating all office equipment: computers, printers, scanner, fax and multi-line telephone with a hands free device

Working Conditions

- Office and residential environment
- Work in all weather conditions (hot, cold, humid, dry and wet)
- Ability to travel for meetings

Physical Demands

- Strength: Ability to lift up to 40 lbs, or in excess of, with assistance of other staff
- Type: Moderate levels of physical work ability. Ability to lift, push, pull or otherwise carry objects associated with normal house-keeping duties. Work involves walking, bending, reaching and standing. Sedentary periods of an entire shift are common

Work Schedule

- Ability to work full time, during stipulated business hours
- Must have the ability to work occasional non-traditional hours, including evenings

ACKNOWLEDGMENT:

The above statements are intended to describe the general nature and level of work being performed by the employee assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities and duties of personnel so classified.

The requirements for this position are indicative of the physical and mental capacities needed to satisfactorily perform the duties for the position. Reasonable accommodations, as required by the Americans with Disabilities Act will be granted wherever possible.

I acknowledge receipt and review of this job description:

Applicant Signature: _____ **Date:** _____

Please Print Name: _____

How to Submit Interest

In order to be considered, ALL of the following must be included: full cover letter specifying position/shift, resume, and 3 professional references by COB 10/01/17 to:

Ms. Lisa A. Badia, Executive Director
 Greater Wheeling Coalition for the Homeless
 84 15th St., Wheeling, WV 26003

OR by email: lbadia@wheelinghomeless.org