

## **Employment Announcement Residential Coordinator**

### **I. JOB SUMMARY:**

The Residential Coordinator is responsible for routine client activities within the Homeless Assistance Center (HAC), meeting the identified needs of the clients as well as transporting them to activities, appointments, and events. The Residential Coordinator assist in providing a safe and secure Low Barrier Shelter environment by developing a rapport with the clients, observing behavior, and encouraging clients to engage in activities and interactions that foster movement towards their housing plans. The Residential Coordinator is an advocate for the client, promoting and modeling negotiation and relating skills, good judgment, problem-solving, and promotes involvement in the client's individualized housing plan. The Residential Coordinator understands that Broward County follows a Housing First model and that all clients' experience with homelessness should be rare, brief, and non-recurring.

### **II. ESSENTIAL DUTIES AND PRIMARY RESPONSIBILITES:**

1. Provide general supervision and oversight of the clients while at the HAC, ensuring safety and security is maintained at all times.
2. Manages developing situations utilizing de-escalation and conflict resolution skills. And alerts appropriate staff, as needed.
3. Builds rapport with clients and encourages clients to engage in positive interactions and activities that foster movement towards the clients' housing plans.
4. Documents significant interactions with clients in the electronic health records system following the specified documentation standards.
5. Assists in the orientation of new clients to the Agency, promoting understanding of Agency guidelines and HAC program expectations.
6. Performs client data collection and enters accurate data in the appropriate systems.
7. Coordinates and acts as a liaison between members of the multidisciplinary team to ensure safety and security, and promote an effective clients' individualized case plan.

8. Transports clients to and from appointments and makes deliveries and pickups when necessary. Adheres to all safety policies regarding vehicle operation.
9. Monitors cafeteria during meal times and ensures safety of all clients, guests, and staff.
10. Assists in execution of monthly fire and evacuation procedures and prepares documentation in accordance with established policies and procedures.
11. Attends and participates in multidisciplinary team meetings as well as in-service trainings.
12. Facilitates distribution of clients' personal items, including bedding, toiletries, etc.
13. All job requirements listed indicate the minimum level of knowledge, skill, and or ability deemed necessary to perform the job proficiently. This job description is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. Employees will be responsible to perform any other job-related instructions/tasks given by their supervisor, subject to reasonable accommodations.

**III. AGENCY EXPECTATIONS OF EMPLOYEE:**

- All employees are expected to adhere to Agency Policies and Procedures.
- All employees are expected to dress appropriately and professionally.
- All employees are expected to attend required and/or assigned Agency trainings.
- All employees are expected to be courteous, polite and friendly both to our clients and to their fellow employees.
- All employees are expected to consistently report to work on time prepared to perform the duties of their position.

**IV. QUALIFICATIONS:**

**Education/Experience:** A high school diploma or GED is required. One year of experience in a safety or related field preferred. Must have a valid Florida driver's license.

**V. WORK ENVIRONMENT:**

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



The Residential Coordinator works in settings of Broward Partnership, including offices, classrooms, group rooms as well as being involved in other areas of Broward Partnership programs both on and off campus. In addition, the position is active in the community as situations warrant, representing Broward Partnership.

Please e-mail cover letter and resume to: [careers@bphi.org](mailto:careers@bphi.org) and include the job title of “Residential Coordinator” in the subject line.

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We participate in E-verify.

