



## **Our Story:**

Founded in 1999, Broward Partnership is the largest comprehensive homeless services provider in Broward County and is dedicated to making our community a better place by helping people who are experiencing homelessness rebuild their lives. The Partnership achieves its goals by providing emergency shelter, permanent supportive housing interventions, and a complete array of health and social services for men, women and families with children experiencing temporary homelessness. The Partnership has won best practices awards from the Florida Department of Children & Families and the U.S. Department of Housing & Urban Development.

## **What are the primary needs and challenges you will be responsible for:**

As a Residential Coordinator you have a unique opportunity to assist clients experiencing temporary homelessness by providing a safe and secure Low Barrier Shelter environment. The Residential Coordinator achieve this goal by developing a rapport with clients, observing behavior, and encouraging clients to engage in activities and interactions that foster movement towards their housing plans. As a Residential Coordinator you are an advocate for the client, promoting and modeling good judgment, problem-solving, negotiation and relationship building skills that promotes involvement of the client in their individualized housing plan. A Residential Coordinator you understand that Broward County follows a Housing First model and that all clients' experience with homelessness should be rare, brief, and non-recurring.

## **Core Responsibilities:**

- Builds rapport with clients and encourages clients to engage in positive interactions and activities that foster movement towards the clients' housing plans.
- Provide general supervision and oversight of the clients while at the HAC, ensuring safety and security is maintained at all times.
- Manages developing situations utilizing de-escalation and conflict resolution skills. And alerts appropriate staff, as needed.
- Documents significant interactions with clients in the electronic health records system following the specified documentation standards.
- Assists in the orientation of new clients to the Agency, promoting understanding of Agency guidelines and HAC program expectations.
- Performs client data collection and enters accurate data in the appropriate systems.
- 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.
- Transports clients to and from appointments and makes deliveries and pickups when necessary. Adheres to all safety policies regarding vehicle operation.
- Monitors cafeteria during meal times and ensures safety of all clients, guests, and staff.



- Assists in execution of monthly fire and evacuation procedures and prepares documentation in accordance with established policies and procedures.
- Attends and participates in multidisciplinary team meetings as well as in-service trainings.
- Facilitates distribution of clients' personal items, including bedding, toiletries, etc.

**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.

**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.

Broward Partnership is an EEO/Affirmative Action Employer and complies with all federal and state laws, and regulations. Our policy is not to discriminate against any applicant or employee based on race, color, sex, sexual orientation, gender identity, genetic information, religion, national origin, age, disability, veteran status, or any other basis protected by federal, state, or local laws. We participate in E-verify.