

Job Description – Haven-to-Home Program (HTH) Coordinator

- Status:** Non-Exempt
- Job Classification:** 2
- Hours:** 1.0 FTE (Full-time, 40 hours, occasional evenings and weekends)
- Schedule:** In-person, Monday-Friday, 8am-5pm
- Comp Range:** \$26.00-\$30.32/hour (\$54,080-\$63,066/year)
- Reports to:** Manager of Client Services
- Position Summary:** Under the general supervision of the Manager of Client Services, The Haven-to-Home (HTH) Program Program Coordinator supports the City of Cupertino's unhoused clients through outreach, case management, and service navigation. This position requires a strong commitment to serving vulnerable populations with complex needs.

DUTIES AND RESPONSIBILITIES

Case Management

- Maintains a flexible caseload of 30 clients and provides casework/navigation services to unhoused individuals in social, economic and physical need.
 - Guides and educates clients on searching for, securing, and maintaining permanent affordable housing, including tenant/landlord rights and responsibilities.
 - Assists clients with completing all pertinent documents to address their housing needs.
 - Monitors service delivery by maintaining regular contact with clients and service providers/programs involved with the client.
 - Maintains thorough and accurate progress notes, files, and correspondences in HMIS and Salesforce databases.
 - Conducts eligibility and approval of any emergency financial assistance application.
- Conducts comprehensive client assessments to collect functional, environmental, psycho-social, financial, employment, housing, educational, and health information as appropriate to develop a case plan.
- Conducts crisis intervention as necessary.

Program Coordination

- Organizes outreach and engagement activities to/for unhoused population of services available; Coordinates program-related events, such as benefit clinics, workshops, groups, and outreach fairs.
- Builds partnerships with other organizations to strengthen services, meet client needs, and achieve program deliverables.
- Tracks monthly goals in accordance with the program plan and funder requirements.
- Prepares and submits midyear and annual reports as required.
- Distribute vouchers for food, gas, laundry quarters, and other emergencies
- Administer direct assistance funds and Parks and Recreation fee waivers.

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- Conduct monthly outreach in the community, encampment visits, and work with Rotating Safe Park partners.
- Attend relevant meetings to help coordinate service in the West Valley region.

West Valley Community Services believes each employee contributes significantly to our success and should be unrestricted by the assigned responsibilities. This job description outlines primary duties, qualifications, and job scope but is not intended to be a comprehensive description of job responsibilities. We expect each employee to offer their services as necessary to ensure the success of our endeavors.

QUALIFICATIONS

- High School Diploma and some college preferred. Experience working with the unhoused population is highly desirable.
- Interest in social work or social services
- Ability to work with people from diverse backgrounds and/or language barriers. Bilingual is highly desirable.
- Interpersonal skills with the ability to communicate in individual and group settings.
- Ability to embrace WVCS' mission to provide basic human needs with compassion and in a dignified environment.
- Valid California driver's license/ID and insured automobile preferred.

This position description intends to describe the general nature and level of work and is not intended to include all duties and responsibilities. Due to our clients' needs and our agency's operations, responsibilities may be modified at any time.

ABOUT WEST VALLEY COMMUNITY SERVICES

West Valley Community Services is a nonprofit organization providing safety net services to low-income and homeless individuals and families in the West Valley region of Santa Clara County for more than 50 years. The mission of West Valley Community Services is to unite the community to fight hunger and homelessness. Our work is guided by the vision of a community where every person has food on the table and a roof over their head.

At West Valley Community Services, we value:

- Compassion – We respond to the needs of others with sensitivity and kindness.
- Dignity – We treat everyone with honor and respect.
- Integrity – We operate with honesty and strong moral principles.
- Service – We bring together the community to help others.
- Diversity – We value each individual's uniqueness.
- Ingenuity - We approach our work with creativity and resourcefulness.

These values inform our work with clients, staff, board members, and the community.

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West Valley Community Services offers clients a range of safety net services, including a food pantry, affordable housing, emergency financial assistance, a mobile food pantry, financial coaching, family support, case management, and referral services. We also partner with county agencies to ensure clients can access public health and food assistance benefits. Our programs target families with children, at-risk youth, seniors, individuals, and disabled adults who are extremely low-income, living on a fixed income, homeless, or at risk of becoming homeless.

West Valley Community Services is the only nonprofit agency helping the men, women, and children living in poverty in the West Valley communities of Cupertino, West San Jose, Monte Sereno, Saratoga, Los Gatos, and the surrounding mountain regions. We provide the most vital and basic human services to the community's neediest individuals and families.

At West Valley Community Services, diversity is one of our core values. We engage with a diverse community of clients, staff, volunteers, and donors, and diversity strengthens us. We encourage people from all backgrounds and all identities to apply.

West Valley Community Services is an equal-opportunity employer that encourages diversity in the workplace. All qualified applicants will receive consideration for employment without regard to race, national origin, gender identity/expression, age, religion, disability, sexual orientation, genetics, veteran status, marital status or any other characteristic protected by law.

Email Cover Letter and Resume to:

WVCS Jobs – HR hr@wvcommunityservices.org [Please indicate “HTH Program Coordinator” in the subject line of the email]