

Position: Supportive Housing Coordinator

Location: Bronx, NY

Department: Outreach, Prevention, and Supportive Housing Department

Reports to: Program Director for Prevention and Supportive Housing

Supervisory Responsibilities: Yes No

Summary: As the Supportive Housing Coordinator, you play an essential role in Nazareth Housing's Outreach, Prevention, and Supportive Housing Department. You will be responsible for coordinating supportive housing services primarily in our Bronx location. In addition, you will ensure that the families who reside at Park Avenue Thorpe, Nazareth Housing's supportive housing site, have access to a broad range of human services provided through Nazareth Housing and our community partners. Finally, you will assist in developing programming for the local community and develop collaborative relationships with Nazareth Housing leadership and local community organizations.

Responsibilities:

Case Management for 20 Households

- Commit to using evidence-based practices (EBP), Motivational Interviewing (MI), Trauma-Informed Care (TIC), critical time intervention, and boundary setting to help families and individuals achieve their goals.
- Provide comprehensive case management including; crisis intervention, counseling services, group counseling, and other appropriate support services.
- Initiate and complete client intake information into AWARDS database system and compile supporting documentation and ensure all AWARDS data and supporting documents are printed and filed appropriately in the household chart, and all documentation always remains current.
- Develop a service plan for each client, which will define the client families' goals and track progress against goals. This may include:
 - Work with households to resolve Public Assistance needs, including sanctions
 - Refer and escort households to appropriate medical and mental health services, relapse prevention services, education/job training programs, legal and advocacy services, and other community resources as needed.
 - Track referrals and follow up with household progress.
- Conduct home visits with all households, including in the evening, as needed
- Perform semi-annual unit inspection per Regulatory Agreement
- Liaise with maintenance to support residents on maintenance requests
- Assist with lease renewal process to ensure timely renewal and resident stability
- Conduct six month follow up on residents who move for up to 24 months

- Collaborate with other Nazareth Housing Human Service team members in delivering LifeLab supportive workshops and other events to be offered to the wider community.
- Manage new applications for supportive housing
- Assist in staffing food pantry weekly

General Responsibilities:

- Attend program meetings, agency-wide meetings, client community meetings, and staff trainings
- Prepare all mandated reporting documentation as required by the Program Director and funding agencies
- Perform data entry into a computerized record-keeping system
- Collaborating with internal and community partners
- Perform other related duties as needed

Qualifications:

- Strong interest in Nazareth Housing's mission of serving underserved and vulnerable disenfranchised New Yorkers.
- Bachelor's degree in Social Work, Mental Health, Counseling Psychology, or related field.
- Three or more years of relevant professional experience in the human services, food security, community engagement or outreach sectors.
- Motivated self-starter; comfortable working alone and in teams
- Excellent interpersonal skills with team members, volunteers, and clients, required.
- Bilingual English / Spanish is required.
- Experience with Foothold/AWARDS, Microsoft Office Suite, and Google Drive required.
- Understanding the needs of low-income families and being comfortable working in a diverse setting, required.
- Excellent organizational, time-management, and written/verbal communication skills
- Willing to travel in all four seasons is required.
- Detail-oriented with strong organizational skills
- Able to manage stressful situations and make interventions and seek outside assistance as needed
- Ability to identify and implement best case management practices for the organization
- Ability to solve problems, make decisions, resolve conflicts and listen.
- Strong ability to effectively resolve and cope with immediate crises

Position Type and Expected Hours of Work:

- This is a full-time position. Workdays and hours are generally 9:00 am to 5 pm Monday – Friday except for Wednesday 7:00 am to 3 pm.
- Additional hours may be required to meet the program deadlines or client needs. Traveling to the Lower East Side may be requested as needed for staff support. Must be willing to include



occasional weeknights 5–8 pm and weekend dates as required for Nazareth Housing events in the Bronx and/or Manhattan.

Salary: Commensurate with experience

To Apply: Submit your resume and cover letter jobs@nazarethhousingnyc.org.

Nazareth Housing requires all new employees to be fully vaccinated against COVID-19 as a condition of employment, unless they qualify for a reasonable accommodation for medical or religious reasons. Accordingly, new employees must submit proof of vaccinations prior to the commencement of employment, unless a reasonable accommodation is granted.

Nazareth Housing is committed to building a diverse and inclusive community. We support a broadly diverse team who will contribute to our organization. We are an equal employment opportunity for all regardless of race, color, citizenship, religion, national origin, sex, sexual orientation, gender identity or expression, age, disability, veteran or reservist status, or any other category protected by federal, state, or local law.

