



Our mission is to provide safe shelter and help people improve the quality of their lives as they move beyond homelessness.

Visit [shelterhouseiowa.org](http://shelterhouseiowa.org) to learn more!

**Position Title:** Cross Park Place Coordinator

**Reports to:** Permanent Supportive Housing Manager

**Position Summary:** Coordinators are responsible for direct client support with the tenants of Cross Park Place, a permanent supportive housing program. The Coordinator will be responsible for maintaining and regulating the facility as well as ensuring a safe and healthy environment.

**Key Responsibilities:**

1. Provide a welcoming environment to tenants, donors, volunteers, and the general public.
2. Build rapport and maintain positive professional relationships with the individuals and other service providers
3. Intervene and appropriately de-escalate crisis situations.
4. Provide oversight and supervision so that a safe and healthy environment is maintained at all times.
5. Communicate information regarding services to tenants.
6. Record and maintain accurate documentation in a timely manner, including but not limited to collateral contact, medical, face-to-face, HMIS reports.
7. Attend monthly team meetings to review client situations, concerns and issues.

**Other Responsibilities:**

1. Maintain an organized, clean and productive work environment.
2. Ensure that individual rights are protected.
3. Participate in Quality Improvement activities including data collection and analysis.
4. Ensure that all services are confidential and no information is shared without consent.
5. Develop and maintain knowledge of resources, services and opportunities available to client population.
6. Respond to issues in a timely and professional manner.
7. Other duties as assigned.

**Position Qualifications:**

1. Minimum of high school diploma or GED.
2. 1 year of experience working with persons in poverty or with disabilities preferred.
3. Ability to establish & maintain effective working relationships with a diverse population of clients & community providers.
4. Ability to assess and respond responsibly in a wide variety of situations and crises.
5. Good written, verbal, interpersonal communication.
6. Proficiency in Microsoft PC and Windows applications.
7. Knowledgeable in Trauma-Informed Care and Harm Reduction.
8. Ability to work independently, prioritize multiple tasks, and be flexible in job duties & schedule.
9. Good organizational and time management skills.

Compensation is commensurate with experience. Positions available are part-time and full-time. Overnight availability is highly desired. A full-time position comes with health, dental, paid leave and retirement plan benefits. **Interested applicants should send their resume, a cover letter, and three references directed to Erin Sullivan, Housing Services Director to [hr-staff@shelterhouseiowa.org](mailto:hr-staff@shelterhouseiowa.org). Applications will be accepted until filled. Shelter House is a United Way Agency and an Equal Opportunity Employer.**