



Job Posting: HPS Program Coordinator

Full Job Description

GENERAL JOB SUMMARY:

West Valley Community Services is a nonprofit organization that has been providing safety net services to low-income and homeless individuals and families in the west valley region of Santa Clara County for more than 48 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 every person has a roof over their head.

West Valley Community Services is currently hiring an HPS Program Coordinator to assist with the operation of the Homelessness Prevention System program by providing case management for clients. The coordinator is also responsible for workshops, outreach, and special projects as needed. The Coordinator will also work with the outreach committee to identify areas of need and conduct monthly outreach. This position requires a candidate to work in the WVCS office in person full-time.

Duties and Responsibilities:

Case Management

- Manage a caseload of clients, maintain case files, and process files promptly.
- Provide case management and emergency financial assistance.
- Conduct comprehensive client assessments to collect functional, environmental, psycho-social, financial, employment, housing, educational, and health information as appropriate to develop a case plan.
- Develop support systems to meet client needs by identifying and coordinating various available services necessary to maintain independent living and, when possible, self-sufficiency and family stabilization.
- Provide supportive counseling and advocacy for clients.
- Refer clients to other programs and services as needed.
- Conduct crisis intervention as necessary.
- Monitor and verify services provided to each client monthly, determining the quality and effectiveness of services provided.
- Help with HPS reports and data.
- Maintain thorough and accurate progress notes, files, and correspondences in HMIS and Salesforce databases.

Program Coordination

- Keep current on program policies and procedures, including financial assistance, database administration, and file compliance.

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- Conduct new client intake and ensure all supporting documents are verified and on file promptly.
- Interview clients and determine eligibility for emergency assistance, general assistance, and special programs.
- Maintain timely case management files for all clients and prepare files for audit.
- Monitor and document client progress.
- Distribute vouchers for food, gas, motels, and other emergency items. Administer direct assistance funds and Parks and Recreation fee waivers.
- Provide information and referrals for callers and walk-in clients as needed.
- Coordinate, participate, and assist with outreach events.
- Provide data on client services and assistance provided for weekly and monthly reports.
- Attend monthly HPS meetings and training as program required

Qualifications:

- Interest in social work or social services.
- A minimum of two years of experience in a non-profit organization or government agency is preferred.
- Ability to work with people from diverse backgrounds and/or with 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.

Benefits:

- Medical, dental, and vision coverage
- Vacation, paid holidays, and personal days
- 403(b) Retirement Plan with match
- Professional development opportunities

Salary:

- \$26.00-\$27.82/hour (\$54,080-\$57,866/year)

Job Type:

- Full-time

Schedule:

- 8-hour shift
- Day shift
- Monday-Friday, occasional evenings and weekends



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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 believe diversity makes us stronger. We encourage people from all backgrounds and all identities to apply.

West Valley Community Services is an Equal Opportunity Employer encouraging 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 “HPS Program Coordinator” in the subject line of the email]