



Job Posting: HTH 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 homeless. 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 a Haven to Home Program Coordinator to provide case management for unhoused clients and support department workshops, outreach, and special projects.

Duties and Responsibilities:

Program Coordination

- Conduct new client intake and ensure all supporting documents are verified and on file.
- Interview clients and determine eligibility for emergency assistance, general assistance, and special programs.
- Maintain and upkeep case management files for all clients.
- Distribute vouchers for food, gas, laundry quarters, and other emergencies
- Administer direct assistance funds and Parks and Recreation fee waivers.
- 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.
- Coordinate, participate, and assist with outreach events and resource fairs.

Case Management

- Manage a caseload of 25 clients and maintain case files.
 - Guided and educated clients on searching for, securing, and maintaining permanent affordable housing, including tenant/landlord rights and responsibilities.
 - Assist clients with completing all pertinent documents to address their housing needs.
 - Monitor service delivery by maintaining regular contact with clients and service providers/programs involved with the client.
 - Maintain thorough and accurate progress notes, files, and correspondences in HMIS and Salesforce databases.

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- Conduct eligibility and approval of any emergency financial assistance application.
- Conduct comprehensive client assessments to collect functional, environmental, psycho-social, financial, employment, housing, educational, and health information as appropriate to develop a case plan.
- Conduct crisis intervention as necessary.

Qualifications:

- Interest in social work or social services
- 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:

- \$26.46-\$28.31/hour (\$55,037-\$58,885/year)

Job Type:

- Full-time

Schedule:

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

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.



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Email Cover Letter and Resume to:

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