

EMERGENCY HOUSING COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: Under the supervision of the Director of Housing & Homelessness, the incumbent provides direct support to emergency housing clients or potential clients at emergency housing shelters as well as hotels and motels used for emergency housing placements, and locations where Ulster County residents potentially in need of emergency housing regularly congregate. Work is performed under the general supervision of the Director of Housing & Homelessness, with some leeway allowed for independent judgment. Supervision over the work of others is not normally a function of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Provides and connects emergency housing clients with resources directly;

Travels and rotates between emergency placement locations on a fixed schedule;

Conducts street outreach to homeless individuals who are not engaged with Ulster County as well as outreach at locations where Ulster County residents potentially in need of emergency housing regularly congregate;

Regularly and proactively observes facilities used for emergency housing placements for any visible issues and reports those issues to the facility manager as well as DSS staff; ensures any such issues are resolved;

Assists clients in successfully navigating resources inside and outside the organization;

Proactively assists clients in troubleshooting issues and directly connects them with resources they may need including mental health, employee assistance, transportation, or other needs;

Acts as supportive guide providing direct assistance to completing steps and actions related to resolving client problems including paperwork, forms, calls, and others as needed;

Engages in regular communication with placements to ensure needs are being met and determines any new concerns;

Communicates progress or status updates and feedback from clients with other team members in the Housing and Homelessness Unit;

Collects and enters quantitative and qualitative data into tracking system;

Participates and provides feedback in reviewing processes and making improvements.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of local, state, and federal related housing programs, procedures, laws and regulations; good knowledge of emergency housing options available in the community; working knowledge of the need in the community for housing; working knowledge of DSS organization, policies, procedures, and objectives; ability to organize and coordinate information regarding housing; ability to work collaboratively within a team to provide services; ability to utilize effective reporting systems; ability to communicate effectively

both verbally and in writing; ability to establish and maintain working relationships with DSS staff, local officials, partners, vendors and other professionals as required; ability to identify positively with people; ability to relate well with others under stressful conditions; good organizational skills; good powers of observation; resourcefulness; integrity; sound professional judgment.

MINIMUM QUALIFICATIONS: Either:

- A. Possession of a bachelor's degree and one (1) year of full-time paid, or its' part-time equivalent, experience in a human services setting determining eligibility for services, which included experience in housing services; **OR**
- B. Possession of an associate's degree and three (3) years of full-time paid, or its' part-time equivalent, experience in a human services setting determining eligibility for services, one (1) year of which must have included experience in housing services; **OR**
- C. An equivalent combination of training and experience as defined by the limits of A and B above.

Note: Your degree or college credits must have been awarded or earned by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

ULSTER COUNTY
2885 EMG HS CD
Classification: Competitive
Grade: 14
Union: CSEA

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