

Position Title: Housing Services Coordinator

Who We Are: CORA (Community Overcoming Relationship Abuse), is the only agency in San Mateo County providing crisis intervention and supportive services to survivors of domestic violence and their children. We provide legal assistance, education and outreach, community-based advocacy, individual and group counseling, a 24-hour hotline, emergency response through our collaboration with law enforcement, two emergency shelters and supportive housing to survivors of intimate partner violence/abuse.

Position Summary: The Housing Services Coordinator's (Coordinator's) priority is to lead, support and develop CORA's team of Family Advocates in the Supportive Housing Department and to simultaneously hold a small case load of clients. The person in this position will have a passion for mentoring, training and supporting staff who are developing their skills. The Family Advocates supported by the Coordinator provide housing advocacy, case management and supportive services for domestic violence survivors and their families while they increase their self-sufficiency and transition into permanent housing. The Coordinator provides coaching and training on transformative family advocacy from a social work perspective, from assessment and service planning with the clients, working with a multidisciplinary team to address client needs and build upon their strengths, empowering clients to overcome barriers, to effective note writing and timely data collection. The Coordinator will employ trauma-informed, systemic, strengths-based and DV Housing First perspectives. The Coordinator will understand the many intersections of domestic violence, equity, gender, sexual orientation and social justice and will contribute to the Family Advocates' understanding of these issues.

Primary Responsibilities:**SUPERVISORY:**

- Assess Family Advocates' strengths and growing edges, create professional development plans that build upon their strengths and address opportunities to grow.
- Contribute to agency-wide deployment of DVHF understanding among all staff through technical assistance and training.
- Provide one-to-one weekly supervision and support for each Family Advocate, looking for opportunities to continuously improve upon the clients' experience of CORA and the staff's ability to grow professionally in a supportive setting.
- Provide weekly group supervision and case consultation for all Family Advocates.
- Build a "community of learners" among Family Advocates, supporting their efforts to be mentors for one another, share their knowledge and ask for help/seek out answers as needed.
- Develop performance management goals for Family Advocates and evaluate their progress toward goals.
- In partnership with Family Advocates, develop groups that educate clients about budgeting, employment preparation, and other life skills.
- Participate in the development of interdepartmental supervision, training and case consultation with other CORA leadership.
- Coordinate and lead department's reporting to funders with development in collaboration with Assistant Director of Programs.
- Contribute to CORA's 40-hour training program.
- Contribute to a learning and supportive environment at CORA.

FAMILY ADVOCACY:

- Conduct eligibility assessments and intakes according to contract requirements.
- Coordinate and assist in client move-in/outs and monitor housing units for safety.
- Provide culturally appropriate advocacy, case management, and crisis counseling services for a caseload of domestic violence survivors and their families using trauma-informed practices.
- Utilize client-centered needs assessments, service plans and motivational interviewing to empower and motivate clients toward achieving goals related to housing, childcare, employment, benefits, legal services, etc.
- Monitor clients for progress and review eligibility criteria for ongoing participation in the program.
- Collaborate effectively with other departments and outside agencies to ensure quality client-centered service delivery.
- Act as an advocate for client(s) across other systems such as CPS, housing, public benefits, etc.
- Link families to other services such as job training, credit counseling, Cal Fresh, or similar in a manner that promotes engagement.
- Assist clients in locating and determining appropriateness of housing options.
- Provide safety planning and supportive peer counseling.
- Accurately complete required documentation and enter data into client database daily.
- Cultivate and support volunteers/interns in the Supportive Housing program.
- Assist in the maintenance of filing systems and developing/implementing new protocols and procedures relating to supportive housing programs in collaboration with the Assistant Director of Programs.
- Attend supervision, departmental and agency staff meetings and trainings as recommended by supervisor.
- Must be able to work independently
- Other duties as assigned by supervisor.

Required Skills:

- Minimum 1-2 years supervisory experience.
- MA in Social Work or Psychology from an accredited university preferred. BA degree in Social Work or Psychology required.
- Minimum 3-5 years' experience providing goal oriented case management and/or motivational interviewing.
- Minimum 1-2 years housing experience preferred.
- Experience working with survivors of domestic violence preferred, including completion of 40-hour domestic violence training. *Candidates who have not completed the training will be required to do so.*
- Ability to provide culturally competent services and work with a diverse staff and clientele in an empathetic and non-judgmental manner.
- Bilingual English/Spanish fluency preferred.
- Excellent interpersonal skills and ability to function as a part of a team and work in collaboration with outside agencies.
- Proficiency in Microsoft Word and Excel required.
- Valid California driver's license, access to a car and insurance.
- Background check, including fingerprinting clearance from the Department of Justice; Demonstrate eligibility to work in the United States.
- Familiarity with community-based services in San Mateo County preferred.

Reports to: Assistant Director of Programs

Benefits/Compensation: This is a full time (37.5 hour workweek), exempt position. Salary range is \$49,000 to \$52,000 per year. CORA offers excellent health benefits (medical, dental, vision, chiropractic), generous time-off policies (including 3 weeks of vacation in 1st year plus 15 paid holidays plus sick time), LT disability, life insurance, and a matching retirement plan.

To Apply: Please email resume and cover letter to: jobs@corasupport.org.

CORA History and Overview

CORA has provided services to survivors of intimate partner abuse for nearly 40 years. Our programs include Crisis Intervention Services, including a 24-hour hotline, collaboration with law enforcement, emergency shelter options, and supportive counseling. Family Support Services provides mental health therapy, supportive/transitional housing, and a children's program. CORA has robust legal services for survivors of domestic violence and provides educational workshops about the dynamics of domestic violence and healthy relationship skills.

CORA is strengths-based, collaborative, accessible, and client-centered. CORA believes that everyone deserves to be treated with respect in their intimate relationships. We provide safety, support and healing to individuals who experience abuse in an intimate relationship and educate the community to break the cycle of domestic violence. Regardless of a survivor's race, class, gender, sexual orientation, or culture, we save lives and provide an opportunity to begin again.

CORA inspires work of the highest caliber by fostering staff engagement through transparency and inclusion in agency decisions wherever possible. We strive to ensure our policies and communications reflect an appreciation of the impact of social inequities, historical and current, and actively promote healthy relationships amongst staff by demonstrating mutual respect in all our communications.

Websites: www.corasupport.org and www.teenrelationships.org

CORA is proud to be an equal opportunity employer. We seek diversity with respect to race, color, age, sex, (including breastfeeding and medical conditions related to breastfeeding), religion (including religious dress or grooming practices), national origin, mental or physical disability, genetic characteristics and information, ancestry, marital status, family status, political belief, sexual orientation, gender (including gender identity and expression), medical condition, military, or veteran status or any other category or status protected by Federal, State or other applicable laws.

All applicants are welcome. East Palo Alto residents and individuals who are bilingual, people of color, members of the LGBTQ community and/or survivors of domestic violence are strongly encouraged to apply. The position will remain open until filled.

No phone calls please.