



Resolving  
Homelessness  
Together

## **Housing Matters Direct Services Coordinator**

Housing Matters partners with individuals and families to create pathways out of their homelessness into permanent housing. HSC is a leader in working to end homelessness. HSC is looking for individuals eager to make a difference and willing to enthusiastically commit to join in our vision that homelessness in Santa Cruz County should be rare, brief and non-recurring.

### **Job Description**

Using a Housing First approach, Direct Services Coordinators (DSC) are responsible for actively engaging participants and providing a safe, secure, clean and welcoming evening and daytime environment for all participants through face-to-face contact during shift hours.

The primary role of the DSC is to actively support program activities and participants' housing goals. Additionally, DSCs remain vigilant and available to handle all emergencies that may arise. DSCs are responsible to provide support for any program activities. Special focus will be the safety and needs of participants related to housing. Services will be delivered with dignity, professionalism and respect for all involved persons.

### **Job Duties**

- Support the completion of program expectations
- Support the housing goals of program participants
- Maintain a safe, secure, and clean environment
- Facilitate meal service to residents following the policies and requirements of the program
- Understand and apply Housing First and harm reduction strategies
- Maintain professional boundaries at all times
- Respond appropriately to potential encounters using de-escalation techniques
- Call upon community resources for assistance when appropriate
- Maintain curfew and visiting policy specific to each program
- Communicate program updates and changes with subsequent shift staff
- Communicate with safety staff throughout shift and monitor all security camera stations
- When appropriate, complete Incident Reports in accordance with policy guidelines
- Review and maintain accurate documentation for each program
- Provide support to staff and community organization during program activities
- Attend staff and agency trainings and meetings as required
- Other duties as assigned

### **Qualifications**

- High school diploma or GED completion
- Ability to communicate in a professional manner when dealing with residents, staff and other outside agencies

- Ideal candidate is friendly, compassionate, resourceful, efficient and able to constructively deal with a high degree of emotional stress and interpersonal conflict
- CPR Certified and First Aid preferred
- Spanish-speaking preferred

**Hours**

Positions include regularly scheduled as well as on-call Direct Service Coordinators. Shifts are 4PM – 10PM Monday through Sunday, and 8AM – 4PM Saturday and Sunday.

**Compensation**

\$15.00/hour. Health Insurance, PTO and Vacation benefits begin after 90-day introductory period for full-time positions (30 hrs./week or more).

**To Apply**

Please email a cover letter and resume to the attention of Human Resources at [recruiter@housingmatterssc.org](mailto:recruiter@housingmatterssc.org). No phone calls or faxes. Housing Matters is an Equal Opportunity Employer.