



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 joining in our vision that homelessness in Santa Cruz County should be rare, brief and non-recurring.

Distinguishing Characteristics

Using a Housing First approach, Direct Services Coordinators (DSC) level I, II, and III 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 for monitoring the dining hall restrooms and hygiene bay, as well as sanitizing and wiping down the shower units between use. 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.

DSC I is the entry level class and is expected to develop knowledge of the policies and program procedures of Housing Matters. DSC I will learn appropriate community resources and when to use them, and be trained in kitchen operations, incident reporting, heat treatment procedures, Hygiene Bay cleaning/disinfecting, and de-escalation and trauma informed care communication techniques. Incumbents are expected to gain the knowledge and abilities to promote to DSC II.

DSC II is the journey level class and is expected to work with a minimum amount of supervision. DSC II will be well trained in DSC I requirements, and will have worked at least 30 days as a DSC I. DSC II is expected to navigate campus operations and sanitizing protocols, will have completed training on De-Escalation and Trauma Informed Care and be able to apply training to work situations. DSC II will be able to demonstrate knowledge of Hygiene Bay operations and differences between shelter programs and community resources.

DSC III is an advanced level class and will demonstrate expert knowledge of DSC I and II requirements. DSC III will be well trained in De-escalation, Trauma Informed Care and Harm Reduction techniques. DSC III will have knowledge of EOP procedures, act as a mentor to other DSCs, demonstrate critical thinking and problem solving skills, and provide campus leadership in the absence of management team members.

Typical Job Duties

- Facilitate participant use of our day services
- Sanitizing and wiping down shower units in between use
- Maintain a safe, secure, and clean environment
- Attend necessary staff trainings including De-escalation training, Serve-Safe training, and Trauma Informed Care training
- 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
- 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

Employment Standards:

DSC I

Working Knowledge of

- Community resources and when to use them
- Housing Matters policies and procedures
- Kitchen and Hygiene Bay operations
- Sanitization protocol
- De-escalation and Trauma Informed Care
- Heat treatment procedures
- Radio communication
- Incident reporting

Some knowledge of

- Barriers to housing for people experiencing homelessness

DSC II

Expert knowledge of

- All of the above
- Completed training in De-escalation and Trauma Informed Care and applying them to work situations

Working Knowledge of

- Differences between shelter programs
- Available resources for people experiencing homelessness in Santa Cruz County
- Demonstrating advanced knowledge of day services, Hygiene Bay and campus operations

DSC III

Expert level knowledge of

- All of the above
- campus operations

- De-escalation, Trauma Informed Care, and Hard Reduction Techniques

Working Knowledge of

- Leadership
- Kitchen and custodial staffing requirements
- Clarity Training
- EOP procedures

Ability to

- Communicate in a professional manner when dealing with residents, staff and other outside agencies
- Think Critically and problem solve
- Be friendly, compassionate, resourceful, efficient and able to constructively deal with a high degree of emotional stress and interpersonal conflict

Special Requirements

- Possess a high school diploma or GED
- CPR Certified and First Aid preferred
- Spanish-speaking preferred

Hours

Positions include regularly scheduled as well as on-call Direct Service Coordinators. Morning shifts are 6:00am-2:00pm & 6:30am-2:30pm, evening shifts are 2pm-10pm.

Compensation

Starting at \$16.00 hourly. This is a part time, non-exempt, non-benefitted .

To Apply

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