



Job Description

Job Title: JourneyHome Program Coordinator & Data Specialist

Department: Housing Stabilization

Union Affiliation: OPEIU
(Associated dues will apply)

Supervisor: Housing Stabilization Manager

Status: Non-Exempt

FTE: 1.0

Salary Grade: 205

Solid Ground believes poverty is solvable. Our communities are stronger when we support stability and break down the barriers to overcoming poverty. Solid Ground does both. We combine direct services with advocacy to meet basic needs, nurture success, and spread change. Through our programs, people gain stability and build skills that equip them to move forward in their lives. Through advocacy, we work toward ending racism and other oppressions embedded in our institutions, policies, and culture that hold people back from succeeding. We bring the voices of people experiencing poverty into the political process, furthering social justice and supporting our entire community to reach its potential.

As our workforce evolves to reflect the diversity of the communities we serve, our agency and workplace will be enriched and strengthened and as such we will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency and an understanding of oppression and its impact
- Participate in intentional learning efforts, including events related to understanding and dismantling institutional racism and building cultural competency

Job Summary: JourneyHome consists of a “Rapid Rehousing (RRH)” program that provides comprehensive case management, housing search and a wide range of supportive services targeted for homeless families. JourneyHome also has a United Way funded “Keep King County Housed (KKCH)” program providing one-time rental assistance. The Program Coordinator & Data Specialist provides data & administrative support to the JourneyHome RRH and KKCH programs, including entering data, preparing and tracking check requests, invoices, and completing client data reports, pulling King County Parcel Viewer documents and preparing Rent Reasonableness forms as well as working in Coordinated Entry (CE) and HMIS (Homeless Management Information System).

Essential Responsibilities, Duties and Tasks:

- 30% Maintain the JourneyHome RRH and KKCH data systems, including client-level data entry and reporting. Ensure data entry is completed within required timeframes. Compile client service and demographic information from program databases and other tracking systems to complete monthly, quarterly, and annual data reports for internal and external purposes. Complete routine data quality analysis, data cleanup, query creation, and other data needs as requested by Housing Stabilization Manager.
- 30% Ensure financial documentation and tracking are accurate and complete. Prepare and submit check requests for client expenses when needed. Ensure that client assistance check requests are appropriate and are adequately documented to meet funding requirements. Assist with monthly client assistance financial tracking and reports required for city and county invoicing, coordinating with Finance Contract Budget Analyst. Train new JH staff on program finance procedures.
- 15% Provide administrative coordination for the JourneyHome RRH and KKCH programs. Function as lead coordinating JH program referral including posting openings in CE attending case conferencing meetings, communicating with CEA staff, referral partners, preparing RRH and KKCH referral paperwork for case managers, tracking referrals, updating referral tracking systems, and communicating with Coordinated Entry if a household referred is found to be ineligible. Serve as point of contact for potential and existing program vendors and obtain Outside Service Agreements for contractors working with JH RRH. Distribute and track bus tickets for RRH program participants. Assist with client file review and other tasks assigned. Responsible for supervision of JH data volunteer(s), including project development and training and completing related paperwork/reporting to Volunteer Services
- 15% Represent agency at a community level. Participate in HMIS and CaseWorthy database training and Data FLT and developer meetings and provide related support as needed to program staff and data developers.
- 5% Participate in program, Department and agency meetings and relevant trainings as required, as well as inter-agency groups that provide assistance and advocacy to homeless families.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Education and Experience

Requires the following:

- (a) Two years of administrative experience, with at least one year of experience providing service to low-income individuals.
- (b) One year experience maintaining database systems, preferably in a Homeless Information Management System, and the ability to create data-based reports from those systems.

(c) Associate's degree. Additional one year of relevant experience can be in lieu of degree.

Minimum Qualifications:

- Detail oriented, with strong organizational skills
- Strong knowledge of computer software (Microsoft Word, Access, Excel and Outlook)
- Excellent communication skills, both oral and written
- Self-motivated with an ability to prioritize and solve problems
- Demonstrated ability to meet timelines and deadlines
- Ability to interpret and translate technical data requirements between internal agency users and external partners
- Ability to work individually in a self-directed manner and as part of a team. Ability to take general direction and apply it to specific circumstances as the situation requires
- Ability to consider problems and solutions from a system-level view
- Demonstrated data analysis skillset, ability to apply critical and creative thinking to resolve data quality and project performance issues
- Demonstrated experience reviewing financial statements, tracking expenditures, and reconciling invoices / reports
- Willingness and ability to work with people from a variety of racial, cultural and economic backgrounds, with various lifestyles, sexual orientations, and of all ages
- Familiarity with issues of homelessness and how institutional racism intersects, domestic violence, child abuse and sexual assault, and knowledge of local resources available to assist individuals impacted by these issues
- Ability to deal with stress and address the needs of clients in crisis

Physical Demands/Working Conditions: This position works performing general office duties. Employees spend 70% of their time working on the computer and 30% of their time answering phones, copying, filing, reports, meetings, and mail. Rare outside meetings or training. Position requires employee to lift/carry up to 20 pounds rarely, 5-10 pounds occasionally and push/pull 10 pounds seldom, 1-5 pounds frequently. Position has the ability to sit/stand as needed. Stairs are not required.

Hours & Compensation: This is a regular, full-time (40 hours/week), union position starting at \$26.24/hr. plus benefits. Benefits include medical, dental, short-term and long-term disability insurance, basic life insurance, 401(k) savings plan including agency contribution and match, holiday pay, generous paid personal leave package and tax-sheltered health care and dependent care accounts. Solid Ground employees may be eligible for a standard annual increase. The amount may be determined by an employee's union membership.

Solid Ground is an equal opportunity employer committed to workplace diversity. We do not discriminate on the basis of gender, age, race and color, religion, marital status, national origin, disability or veteran status.