



**POSITION:** Transition Coordinator

**SUPERVISOR:** Coordinated Entry Program Manager

### **JOB SUMMARY**

As a key component of the Anchorage Community Plan to End Homelessness, Transition Coordinators (TCs) are responsible for assisting in the design, implementation, and strengthening systems of housing and supports to successfully house adults, families and youth experiencing homelessness in Anchorage.

Primary functions of a TC are to link homeless persons to housing and services utilizing the Coordinated Entry (CE) system through outreach, housing connections, referrals to services, and coordinating or providing case management after clients are housed. TCs work across various housing and case management programs to ensure appropriate and timely referrals of many clients into housing placement and appropriate support systems to increase success from homelessness to housing.

### **KEY DUTIES AND RESPONSIBILITIES**

Rapidly refer homeless clients to housing and services, and to coordinate the supports necessary to sustain housing for up to twelve months. TCs work with partner agencies, service providers, and housing programs to align clients with resources for which they are eligible.

Core elements of the position include:

- Complete understanding of the CE system, the VI-SPDAT tool and Housing First philosophy.
- Fundamental understanding of the housing and support systems available to house this population and an ability to coordinate services for various levels of client need.
- Ability to manage large numbers of clients and housing programs to ensure clients are ready when a housing unit becomes available.
- Ability to coordinate teams of service providers and participate in provider networks.
- Educate and involve community partners to build trust and confidence in the CE system
- Data tracking and analysis to monitor system health.

Focus areas related to the responsibilities of this position apply to all homeless sectors, including single adult, families and young adult/youth (referred to as clients):

#### **1. Partner and Provider Coordination**

a) Collaborate with external agencies to build a comprehensive network of providers and partners that work together to insure a high level of successful retention in housings for this population.

b) Provide programs with appropriate client referrals from CE. Ensure that referrals meet client need, client preference and program eligibility.

- c) Attend and facilitate meetings with landlords, case managers, and clients to review challenges and create and monitor plans for housing retention.
- d) Continuously connect with Community Land Lord Liaison to identify housing opportunities and supports available within the community.
- e) Program development and advocacy with partnering agencies, providers, and volunteers.
- f) Attend and participate in community meetings; facilitate partner meetings as needed to ensure adequate communication and information sharing.
- g) Identify system changes needed and work collaboratively across multiple organizations and sectors to improve the system.
- h) Research best practices to determine and recommend innovative and strategic options for Anchorage's homeless system.
- i) Active engagement to partners to strengthen the collaborative network in the areas of jobs, economic stability, treatment, mental health, counseling, child custody, employment training, legal support, criminal history, and landlord liaison work.
- j) Engage faith based community groups as well as other volunteers to provide supports in conjunction with and post discharge from service provider agencies.

## 2. Client services

- a) Life skills coaching with clients to sort through housing solutions, diversion and prevention options.
- b) Outreach of clients in CE to ensure client readiness for housing referrals.
- c) Complete data assessment tool using approved screening and assessment methods to enroll clients in the CE system.
- d) Assist clients in completing or attaining required applications and documents to apply for various programs and/or meet eligibility requirements.
- e) Provide light case management services, as needed, for clients unable to be served by other service and housing providers while coordinating more permanent case management solutions.

## 3. Housing Management Information System (HMIS)

- a) Responsible for data entry, quality assurance, referral management, and managing other related administrative processes in HMIS.
- b) Track referrals to monitor agency services and client placements.
- c) Input client data into Homeless Management Information System and monitor data quality.
- d) Define and report measured data outcomes to stakeholder groups.

e) Write reports with graphics to support services, trends, and identified housing and service need as required.

## **QUALIFICATIONS**

### Education and Experience:

- Bachelor of Art in Social Work or a field related to the responsibilities of this position. Years of experience may be substituted for education.
- Minimum of one-year experience in case management, outreach, or working within homeless services required.
- Knowledge of housing and other community resources to support successful housing retention desired.
- Training and in experiencing in harm reduction, motivational interviewing, and person-centered care preferred.
- First aid, CPR, and other health safety or training desired.
- Experience working with HUD-funded programs, including a thorough understanding of homeless definitions as put forth by HUD preferred.
- Experience using a variety of software applications.

### Competencies and Skills:

- Highly organized with an ability to manage multiple tasks and the referral process to multiple housing agencies.
- Ability to track, organize, and analyze data to monitor system health.
- Solutions-focused with initiative. Ability to harness internal drive and innovation to present and implement solutions for systemic improvement.
- Flexible, mature, compassionate, mission driven, and able to fully support CE and the collaborative impact model.
- Ability to work as part of a community-wide team in all aspects of housing and supports. Ability to maintain professional relationships across various sectors of housing, health, and social services.
- Willingness to support the housing first and harm reduction models through housing referrals and the provision of direct services to people with disabling conditions, including substance misuse.
- Possess excellent written and oral communication skills.

### Other job requirements:

Able to lift 50 lbs, valid Alaska driver's license, and access to reliable, insured vehicle to be used for work related travel in the Anchorage area.