POSITION DESCRIPTION

**POSITION TITLE:** Participant Coordinator I  
**FLSA STATUS:** Non-Exempt

**DIVISION:** Programs-Interim Housing  
**WORK SCHEDULE:** Full-Time

**LOCATION:** North Hollywood, CA  
**SALARY:** $15.56-$19.00

**SUMMARY OF THE ORGANIZATION**

LA Family Housing is a leader in homeless services and affordable housing development in Los Angeles. We believe that everyone deserves the dignity of a home, and are invested in innovative solutions to ensure their long-term stability. With 35 years of experience, we know what works to end homelessness in people’s lives: an individualized approach that combines housing options with supportive services. Our commitment to best practice impacts 11,000 people each year, and our community-based approach allows us to influence how homelessness is addressed in Los Angeles and nationwide. Our growing portfolio of 26+ properties enables vulnerable groups to have access to permanent homes, and our services help them overcome their barriers to overall well-being.

We take tremendous pride in the emergence of our staff as national leaders in innovation, best practices, and policy within housing production and homeless services. From presenting at national conferences to facilitating service collaboration among providers in other regions, we equip our industry to effectively respond to homelessness and ultimately move more people home, together. Join the fight to end homelessness and make a difference in people’s lives at LA Family Housing!

**SUMMARY OF RESPONSIBILITIES**

The Participant Coordinator is responsible for completing intake at program entry to ensure all participant documentation has been retrieved and program standards have been explained. The Participant Coordinator is responsible for providing support and advocacy through crisis intervention, conflict resolution, and linkage to social service resources. This position will provide general front desk support and coverage, perform clerical and administrative duties such as answering phones, managing sign in sheets and generating incident reports. In addition, this position will assist with daily living needs and monitor daily activity to ensure the cleanliness of the facility and safety of both staff and participants.

**SPECIFIC DUTIES**

- Provide conflict resolution by encouraging positive methods for problem solving
- Provide accurate and thorough communication and documentation about all incidents involving participants and complete incident reports
- Provide mentoring, coaching, and training to entry-level and new Resident Advocates hired
- Assist with identified housing plan tasks as needed

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The above statements are intended to describe the general nature and level of work performed. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel in this classification.
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**ACCOUNTABILITY AND REVIEW**

Position reports to: Interim Housing Manager  
Performance review: Annual

**DIRECT REPORTS**

Number of employees receiving work direction: Zero (0)  
Position titles reporting to position: Zero (0)

**MINIMUM QUALIFICATIONS**

**KNOWLEDGE AND SKILLS**

- Advocacy and case management skills
- Knowledge of local social service resources/providers
- Ability to manage multiple cases efficiently and effectively
- Effective problem-solving skills
- Strong communication and interpersonal skills
- Proficient in written and oral communication
• Bilingual: Spanish/English a plus
• Ability to work in a team
• Show strong leadership abilities and independent work skills
• Good organizational skills, and ability to follow through from beginning to end on tasks and projects
• Ability to provide crisis interventions
• Must be able to work a flexible schedule to include evenings, weekends, and holidays
• Maintain and execute confidential information according to HIPAA standards
• Obtain and maintain CPR/First Aid Certification
• Ability to pass post-offer Tuberculosis (TB) clearances

EDUCATION AND EXPERIENCE
• Associate degree in social work or other social science field desired; education can be substituted with experience
• Position recommends a minimum of one (1) year experience in related field, specifically with homeless or low-income individuals
• Experience in dealing with substance abuse, mental health, and crisis intervention desired

EMPLOYMENT CLASSIFICATION

FLSA STATUS: Non-Exempt

PAYROLL STATUS: Hourly

WORK SCHEDULE: Full-Time or Part-Time

PHYSICAL DEMANDS, ENVIRONMENTAL CONDITIONS, EQUIPMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions. Employee may be in contact with individuals and families in crisis who may be ill, using substances and/or not attentive to personal health and safety for themselves. The employee may experience several unpleasant sensory demands associated with the client’s use of alcohol and drugs, and the lack of personal care. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations Employee is required to:

Walk and climb stairs; Handle, finger, grasp and feel objects and equipment; Reach with hands and arms; Communicate, receive and exchange ideas, information by means of the spoken and written word; Be mobile by moving oneself from place to place quickly and easily; Repeat various motions with the wrists, hands and fingers; Be able to have visual activity for (including, but not limited to)
administrative and clerical tasks; Drive personal vehicle in and around Los Angeles County and periodically transport clients; Be able to enter various buildings that may require climbing stairs. Be subjected to outside environmental conditions. Use a personal and/or laptop computer, copy, postage and fax machines. Complete all required forms in personal writing.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. If you require an accommodation, please make sure to inform the Human Resources Department by the first week of employment. If an accommodation is not required at the time of employment, but is later required, you must inform the Human Resources Department of the need for accommodation at the time it is needed.

BENEFITS


EQUAL EMPLOYMENT OPPORTUNITY

LAFH is committed to providing equal employment opportunities for applicants and employees.

FAIR CHANCE INITIATIVE

LAFH is in compliance with the Fair Chance Initiative for hiring and will consider qualified applicants with criminal histories.

HOW TO APPLY

Email your resume and cover letter to HR@lafh.org