



Department: Housing Services
Job Title: Housing Care Coordinator
Reporting to: Director of Housing Services
FLSA Status: Non-Exempt
Date Prepared: 3/2024

Job Summary: Housing Care Coordinator

JASMYN supports the empowerment of LGBTQIA+ teens and young adults through leadership, advocacy, resources, and a safe and affirming community. Our vision is for LGBTQIA+ young people's identities, aspirations and contributions are valued and affirmed. We are guided by 6 principles: Centered on Teens and Young Adults, Personal Wellness, Racial Equity, Accountability, Innovation and Partnership. Founded in 1994, JASMYN's staff of more than 25 provides a comprehensive continuum of youth development programs, housing supports, mental health services and health services with a focus on HIV testing, risk reduction counseling, medical linkage for HIV positive youth, and a sexual health clinic that also provides PrEP care coordination.

The primary role of the JASMYN Housing Care Coordinator is to provide housing care coordination services to HIV + homeless or marginally housed youth referred to the HOPWA program to maintain housing. The Housing Care Coordinator will also support clients in dealing with a myriad of issues including, but not limited to, HIV, substance use and abuse, family rejection and other crisis management. This team member is responsible for intake and assessment; case planning and resource brokerage and referral for maintaining affordable, sustainable housing; care coordination and advocacy and follow-up over a twelve month period. This team member supports HIV-positive youth in navigating the system of care, while monitoring health outcomes and providing additional safety net services. They will provide support to and participate as a contributing member of our team working with all programs and services offered at JASMYN.

JASMYN's Commitment to Diversity and Equity:

JASMYN strives to be a workplace that is representative of the community we serve. We are an equal opportunity employer and encourage leadership and participation from all individuals including LGBTQIA+ (lesbian, gay, bisexual, transgender, and queer) people; people of all genders and gender expressions; Black, Brown and Indigenous People; People of Color; people living with HIV, and people with disabilities.

Essential Duties and Responsibilities:

- **Care Coordination**
 - Provide case management services to HIV+ homeless or housing insecure youth referred to the HOPWA Program
 - Support clients access HIV care and obtain documentation for HOPWA eligibility
 - Conduct intake, document income and client eligibility, and insure that rent and utilities are paid according to HOPWA Guidelines including allowable amounts and timelines for rent and utility subsidies; and on time according to payment agreements established with the landlord and the client
 - Provide hands-on assistance to enable participants sustain suitable housing
 - Advocate on behalf of the participant with landlords and brokers to overcome any issues or challenges to securing and/or maintaining suitable housing.
 - Serve as a point of contact for landlords; work with client and landlord to resolve issues affecting



client's ability to maintain housing and positive landlord/tenant relationship.

- Crisis intervention, suicide intervention, and prevention
- Advocacy, resource brokerage, referral, linkage and follow-up
- Accompany youth to resource meetings and social service appointments; Provide and/or coordinate transportation services as needed
- Coordinate services with other Care Coordinators and medical and social service providers to stay linked to care
- Linkage and referral to workforce development services, support maintaining or gaining employment, and linkage to educational opportunities.
- Provide assistance with obtaining documents to help secure housing including, but not limited to: income verification, ID's, etc.
- Participate in all meetings and trainings as required
- Ensure participant confidentiality at all times

- **Outreach**

- Engage in community meetings, task forces, etc. related to supporting individuals living with HIV
- Attend monthly community meetings with organizations that provide HOPWA services
- Support youth housing service hours including but not limited to: supporting ACCESS programming twice per week, housing drop in hours, etc.
- Serve as the point of contact for all incoming HOPWA referrals
- Participate as needed in community partnerships/meetings as it relates to HIV+ youth and housing
- Support the creation and dissemination of housing services marketing materials
- Complete housing intakes and enrollments for LGBTQ+ youth 13-29
- Support internal referrals into JASMYN's housing services, health services and program services

- **Data Collection and Report Management**

- Document and report all services according to all requirements in the JASMYN internal database
- Track and report client outcomes in internal database and in HMIS.
- Manage program deliverables and outcomes for multiple funding sources, including monthly and annual reports.
- Provide monthly reports of programs overall progress to Director of Housing
- Update client's file throughout program stay, ensure that client files are complete and accurate.
- Manage HOPWA housing client files (including client income and eligibility and Housing Habitability Checklist) in compliance with HUD/HOPWA funding requirements
- Monthly data quality assurance checks on all HOPWA clients
- Manage documentation of financial assistance for all HOPWA Clients
- Maintain proper documentation to ensure that rent and utilities are paid according to HOPWA Guidelines including allowable amounts and timelines for rent and utility subsidies; and on time according to payment agreements established with the landlord and the client - for all clients enrolled in the HOPWA housing program
- Assist with data entry for housing services

- **Additional Essential Duties**

- Other duties as assigned
- The above cited duties and responsibilities describe the general nature and level of work performed by people assigned to the job. They are not intended to be an exhaustive list of all the duties and responsibilities that an incumbent may be expected or asked to perform.



Education and Experience Requirements:

- BA in social work or a related field such as education, public health, social welfare or psychology from an accredited university
- Experience with care coordination with young adults living with HIV preferred
- Experience in social and economic problems related to housing needs for those in a lower income bracket.
- Minimum of two years of working with adolescents and young adults
- Ability to relate to teens and young adults in an accepting, positive and healthy manner
- Familiarity with harm reduction, housing first and trauma informed care
- Ability to facilitate case planning, resource brokerage and referrals
- Demonstrated experience in positive youth development
- Ability to work in a team environment
- Data management experience preferred, including familiarity with Excel or other data management software
- Ability to coordinate multiple responsibilities and prepare regular reports
- Strong assessment skills and ability to document and prioritize needs
- Experience working directly with people from diverse racial, ethnic, and socioeconomic backgrounds
- Familiarity and sensitivity in dealing with the unique needs of LGBTQ+ youth
- Familiarity with HIV prevention, testing and treatment community preferred
- Experience incorporating the perspectives of multiple communities, including communities of color, in the consideration of impacts and outcomes of a decision-making process.
- An understanding of the concepts of institutional and structural racism and bias and their impact on underserved and underrepresented communities.
- Must pass criminal background checks
- Current FL driver's license and clean driving record

Knowledge/Skills/Abilities:

Cultural Competency – understand basic concepts around HIV and AIDS and knowledge around the challenges and barriers high risk LGBTQ youth face

Customer Service – able to personally provide high level of interactive service to targeted customer base/market, building relationships and acting as external organization advocate

Team Orientation & Interpersonal – must be a highly motivated, passionate, and creative team-player with ability to develop and maintain collaborative relationships with all levels within and external to the organization

Communication – able to effectively and persuasively express self verbally and in writing, using correct language and grammar in a professional, diplomatic and tactful manner

Organization & Time Management – able to work independently with minimal supervision while planning, scheduling and organizing professional schedule to complete actions within established deadlines; able to handling multiple priorities with strong attention to detail

Systems & Software – proficient in the use of Microsoft Office software applications



Hiring Details

- Full-time position, Non Exempt (40 hours per week)
- Flexible schedule, typical schedule is Monday – Friday 10:00 AM – 6:00 PM with some nights and occasional weekends required.
- JASMYN offers excellent benefits including health insurance, IRA retirement plan, paid holidays, and generous leave policy.
- Salary for this position is non-negotiable at \$19-\$20 per hour (\$39,520-\$41,600/yr)
- JASMYN is an equal opportunity employer. Minorities are encouraged to apply

Application Process

- Interested applicants must submit application materials to apply@jasmyn.org
 - Resume
 - Cover letter outlining relevant experience OR please answer the following questions: Why are you interested in working at JASMYN? Why are you interested in working with LGBTQIA+ young adults and young adults living with HIV
- Please send all application materials to apply@jasmyn.org.
- Position is open until filled
- Candidates chosen for interview will be contacted
 - We will be unable to take any inquiries related to posting or hiring details