



Community Resource Coordinator

About Us

Open Hearth, Inc., a leader in resource coordination and community building efforts provides innovative programs to support and empower people to end the cycle of homelessness, acquire affordable housing, a means of transportation, workforce opportunities, and achieve financial stability.

Job Function:

According to the U.S. Department of Housing and Urban Development, a by-name list is a real-time, up-to-date list of all people experiencing homelessness - unsheltered and sheltered - which is generated with data from street outreach and the county's Homeless Management Information System (HMIS). This administrative role strives for community collaboration and data-driven decision-making to support individuals and families experiencing homelessness. In an effort to continue the work of ending chronic homelessness for singles, and other community agreed upon homelessness goals, the Community Resource Coordinator is responsible for developing and managing the by-name list for Chester County and ensuring all teams on Case Conferencing are giving updates for every household on the by-names-list in real time and on the Case Conferencing meeting, which are led by the Community Resource Coordinator.

Community Resource Coordinator is responsible for administering the Phoenixville Area Resource Network (PARN), a monthly drop-in meeting attended by local social service agencies and interested community members on the 4th Tuesday of every month. Presentations are provided on topics relevant to the nonprofit sector, while also serving as a community forum to share agency news and updates and a networking opportunity for agencies. Additionally, Community Resource Coordinator will provide email blast service for emergency issues and agency announcements between meetings to foster regular partnership among participating agencies.

Position/Reporting:

This is a full-time position that reports to the Housing and Community Resource Manager.

Required Knowledge, Skills, and Abilities:

- Working knowledge of Chester County's coordinated entry system and Chester County Partnership to End Homelessness's (CCPEH) operational plan.
- Ability to lead effective and productive meetings.
- Articulately communicate with county and nonprofit staff regarding follow-up and hold providers accountable.
- Experience working with web-based data management systems.
- Ability to perform assignments with accuracy and limited supervision.
- Proficient in Microsoft programs.

- Bachelor's degree or equivalent experience in a relevant field.
- A minimum of four years of social work experience.
- Aptitude and desire to learn new duties, tasks, and responsibilities.
- Occasional local travel and nationwide travel to conferences.

Additional Desirable Qualifications:

- Proven experience within Chester County's coordinated entry system; Chester County Partnership to End Homelessness's operational plan; Assertive Community Team (ACT); Critical Time Intervention; Mental Health Case Management services, county department and systems, and Homeless Management Information System (HMIS).
- Bilingual in English and Spanish.

Duties and Responsibilities:

Program Delivery:

- Host bi-weekly (at minimum) case conferences with service providers across service systems to review the inflow; identify critical barriers to goal achievement and opportunities to rectify them; track an individual's status and progress toward obtaining permanent housing; and coordinate services and resources across all community providers.
- Manage Chester County's by-name list and coordinate with HMIS Data Lead to ensure data accuracy.
- Host a monthly Homeless Crisis Response Systems meeting that encompasses all homelessness, housing, service providers to ensure the community is working together on the one goal of decreasing homelessness.
- Host a monthly Phoenixville Area Resource Network (PARN) meeting.
- Attend bi-weekly Mental Health Court (MHC - Criminal court) meetings to ensure all participants and applicants experiencing homelessness receive the support and resources needed.
- Attend bi-weekly Mental Health Options Team (MHOT) meetings to ensure all households on the by-names-list that are being reviewed by the committee are prioritized for needed support.
- Communicate frequently with the Chester County Department of Community Development HMIS Data lead and Built for Zero coach(es) to track, review, interpret, and reconcile household data in real-time.

Administration:

- Complete real-time by-names-list updates, as they are received, to ensure timely and accurate data is being tracked in the county's HMIS system.
- Create bi-weekly Case Conferencing agendas based on the by-names-list updates and household needs.
- Keep track of the Rapid Rehousing (RRH) and CoC Permanent Supportive Housing (PSH) waitlist and ensure these are sent out with the Case Conferencing by-names-list prior to every meeting.
- Coordinate and communicate with Case Conferencing teams, DCD, Housing Programs Manager, and all other entities involved in ending homelessness to ensure communication is occurring across service systems.
- Keep up to date notes in HMIS for all updates from Case Conferencing, as well as updates received in between meetings.
- Attend Built for Zero specialized group meetings monthly.
- Participate in governance boards and community initiatives such as CCPEH, Built for Zero, and PASD HUB meetings.
- Foster collaborative relationships with service providers and identify gaps in services.
- Lead efforts to reduce systemic barriers to housing and services.

- Book two organizations each month to make brief presentations at PARN meetings

General:

- Exhibit a commitment to fulfilling and promoting the organization's mission.
- Be supportive of a work environment that emphasizes a team approach, including the ability to maintain a good working relationship with all co-workers and the public.
- Maintain a cheerful outlook and use good judgment in recognizing the scope of authority.
- Assure the organization and its mission, programs, and services are consistently presented in a strong, positive manner to relevant stakeholders to maintain a favorable community feeling and image.
- Perform all tasks that are required to meet the goals established by management and any additional duties as required and assigned.

Compensation & Benefits

- Compensation: \$50,000 to \$55,000
- Benefits: Health Insurance, Dental Insurance, life insurance, retirement contributions, paid time off, hybrid work environment, and flexible work schedule.

DISCLAIMER

This position description is not designed to cover or contain a comprehensive listing of activities or responsibilities that are required of the employee. Additional duties and responsibilities expected to be performed, as necessary.

An Equal Opportunity Employer

Open Hearth is an equal opportunity employer. This application will not be used for limiting or excluding any applicant from consideration for employment on a basis prohibited by local, state, or federal law. Applicants requiring reasonable accommodation in the application and/or interview process should notify a representative of the organization.

To Apply:

Please send your resume and cover letter to Kelly Raggazino at Kraggazino@openhearthinc.org.