



United Way
of the Lakeshore



UNITED WAY OF THE LAKESHORE POSITION DESCRIPTION:

POSITION TITLE: Housing and Homeless Network Coordinator
REPORTS TO: President/CEO United Way of the Lakeshore and Muskegon County Homeless Continuum of Care Network (Network) Chairperson
DEPARTMENT: Program Impact Planning & Results
JOB TYPE: Full-time (37.5 hours/week) salaried, exempt
LOCATION: Muskegon, Michigan
SALARY RANGE: \$45-55,000
BENEFITS: Medical/dental/vision, 403B retirement plan, disability pay, life insurance, vacation and sick pay, ongoing training and professional development

APPLICATION DEADLINE: September 30, 2023, Early submission is encouraged as applications will be considered as received. The position will remain open until filled.

SUMMARY:

United Way of the Lakeshore is a social change organization working to improve the lives of people in Muskegon, Oceana and Newaygo counties. Our mission is uniting to inspire change and build thriving communities. Our regional aspiration is that the people of the lakeshore region will have the educational and economic opportunities needed to succeed and thrive. We work collaboratively with private companies, employees and non-profit partners to create and promote supports to cause lasting change in conditions for our community. Our bold goal issue is reducing poverty – more specifically – 10,000 more working families will meet their basic needs by 2025. Our targeted focus is ALICE – families who are asset limited, income constrained, and employed, sometimes referred to as the “working poor”.

The Muskegon County Homeless Continuum of Care Network (Network) is the collaborative and coordinating system that increases awareness and acts to promote and support services to prevent or eliminate homelessness in Muskegon County. The Network Coordinator facilitates the community initiative, prepares state and federal grant proposals, and coordinates a data information system.

Under the general supervision of the President/CEO of United Way of the Lakeshore and the Network Chairperson, this position will be a key collaborative team lead focused on raising awareness in the community and driving results to end homelessness. This position will serve as the key point of contact for United Way, the Network, and the community around housing and homelessness. This person will exhibit excellent interpersonal skills, technical writing skills, diplomacy, hospitality and professionalism. This is an upper-level program position that will provide thought leadership to the entire United Way and Network team. He/she should be a team player, a problem solver and calm under pressure in our high energy work environment.

PRIMARY RESPONSIBILITIES:

- Work with the Network Chairperson and Steering Committee to create an annual work plan designed to achieve goals established by the Michigan State Housing Development Authority (MSHDA) and U.S. Department of Housing and Urban Development (HUD) grants.
- Coordinate the implementation of the Network work plan through the organization of taskforces and/or committees, outlined in the Network Governance Charter, including but not limited to: the Membership,

Executive Committee, Review Committee, Nominating Committee, Coordinated Entry System Committee (and its subcommittees).

- Write and submit the Emergency Shelter Grant Exhibit 1 document with assistance from other Network members.
- Write and submit the HUD Continuum of Care Program Applications with assistance from other Network members.
- Provide oversight to ESG, SHP and other appropriate grantees.
- Assist the HMIS Coordinator plan and manage the Point in Time Count and corresponding data analysis with assistance from the Outreach Committee and Data Committee.
- Coordinate Homeless Awareness activities with assistance from the Outreach Committee.
- Facilitate communication within the Network; distribute/disseminate all pertinent information sent by MSHDA, HUD, etc., to Network members.
- Support the Network through creating agendas and minutes for meetings.
- Represent the Network at appropriate community meetings and events.
- Participate in relevant trainings and informational meetings offered by HUD, MSHDA, etc.,
- Disseminate information to Network members as applicable.
- Facilitate communication at the regional level.
- Develop strategies and actions steps to accomplish countywide goals by using HMIS and other sources of data.
- Conduct other assignments as identified by the Network Chairperson and Steering Committee.
- Other duties as assigned.

EDUCATION, EXPERIENCE, AND SKILLS:

- Excellent writing and speaking skills.
- Proficient in the use of computer programs for accounting, word processing, database, spreadsheets, email and internet.
- Must be able to work with a team to accomplish projects.
- Experience with facilitation.
- Experience working with individuals and families experiencing homelessness.
- Experience with US Housing and Urban Development (HUD) and Michigan State Housing and Development Authority (MSHDA) contracts and reporting systems preferred.
- Proven management skills, including staff and volunteer supervision.
- Bachelor's degree and relevant education, work, volunteer or life experience required.
- Must have a valid driver's license.

CORE COMPETENCIES:

1. **Mission-Focused:** Top priority is to create real social change that leads to better lives and healthier communities. This drives performance and professional motivations.
2. **Relationship-Oriented:** Understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
3. **Collaborator:** Understands the roles and contributions of all sectors of the community and can mobilize financial and human resources through meaningful engagement.
4. **Results-Driven:** Dedicated to shared and measurable goals for the common good; creating, resourcing, scaling and leveraging strategies and innovations for broad investment and impact.
5. **Brand-Steward:** Understands his/her role in growing and protecting the reputation and results of the greater network.

JOB DEMANDS:

1. Problem solving
2. Analytical skills
3. Speaking ability
4. Writing ability
5. Interpersonal skills
6. Organizational skills
7. Time Management skills

MINIMUM JOB STANDARDS:

1. Ability to work as a team player with volunteers, staff, partners, and community at-large in providing support, direction, and resource information as needed.
2. Knowledge of the non-profit and health and human service field.
3. Knowledge of outcomes measurement, strategic and community planning essential.
4. Excellent communication skills, organizational skills, interpersonal skills, collaborative problem-solving skills and the ability to motivate volunteers.
5. Demonstrated success in multi-tasking and detail work.

PHYSICAL REQUIREMENTS:

1. Must be able to occasionally push, pull and/or move objects weighing up to 24 pounds.
2. Must be able to continuously perform moderately difficult manipulative tasks such as typing/keyboarding, writing, filing, phone work, etc.
3. Must be able to occasionally stand to obtain files from top drawer of 4-drawer file cabinet.
4. Must be able to continuously sit for prolonged periods to perform computer and clerical deskwork.
5. Must have clear speech and writing ability to make self clearly understood in face-to-face, phone and electronic interactions with staff, volunteers, and customers.
6. Must be able to frequently articulate with extreme accuracy and precision to give instructions, describe a project plan, answer questions, etc.
7. Must be able to continuously see objects closely to proofread work, perform word processing, filing etc.
8. Must be able to continuously hear normal sounds and voices with some background noise to receive verbal instructions, answer telephone, communicate with employees, volunteers, customers, etc.

SENSORY AND COGNITIVE REQUIREMENTS:

1. Must be able to continuously concentrate on moderate detail with some interruptions.
2. Must have attention span ranging from 20 to 45 minutes for administrative responsibilities, and up to 60 to 120 minutes for meetings, etc.
3. Must be able to understand and relate to specific ideas, generally several at a time.
4. Must be able to relate to the concepts behind specific ideas.
5. Must be able to remember, organize, and prioritize multiple verbal and written messages, information, and task assignments from a few hours or days to several weeks or months.
6. Must be able to make independent decisions when circumstances warrant such action.
7. Must be able to cope with the mental and emotional stress of the position.