



JOB TITLE: Own Home Housing Stability Coordinator
SCOPE: Full-Time/Non-Exempt
SUPERVISION: Reports to the Own Home Program Director

ORGANIZATION SPOTLIGHT:

At DOORWAYS, our work has **purpose** and our **impact** is real. Join a team that is changing lives of individuals at the intersection of illness and poverty. We build hope through housing, healthcare, and empowerment services.

WHAT WE ARE LOOKING FOR:

We are seeking a compassionate, organized, resourceful, and mission-driven professional who is committed to supporting individuals experiencing housing instability, financial hardship, mental health challenges, substance use crises, poverty, HIV, and homelessness. The ideal candidate brings a person-centered approach to care, has strong customer service and listening skills, and can manage a heavy workload in a fast-paced environment while maintaining accuracy, professionalism, and attention to detail.

The successful candidate can build trusting relationships with clients, referring agency case managers, landlords, and community partners; coordinate services across multiple systems; and guide clients through complex housing and financial assistance barriers with empathy and accountability. This role requires sound judgment, strong problem-solving skills, the ability to remain grounded during crisis situations, and a commitment to upholding the values and maxims of DOORWAYS. The successful candidate will pass a background check, drug test, and TB test.

WHAT YOU RECEIVE: The opportunity to work in a diverse environment with staff that exudes endless compassion. DOORWAYS is a fast-paced and jovial workplace that strives to eliminate obstacles for our clients. Benefits include highly competitive salary, health insurance, retirement savings and matching, mileage reimbursement, paid time off, and more!

MAJOR DUTIES AND RESPONSIBILITIES

- Receive and process requests for financial assistance, housing support, and related client services.
- Complete intake forms, assessments, care plans, progress notes, case notes, inspection documentation, and general file maintenance in a timely and accurate manner.
- Use SCOUT, CaseWorthy, and other required databases as the primary systems for recording services rendered, client encounters, documentation, and progress notes.



- Provide frequent and routine engagement with clients to support housing stability, access to resources, and progress toward identified goals.
- Coordinate and facilitate support teams for assigned clients, including Ryan White Case Managers and other internal and external supports, to develop and maintain client-centered housing stability care plans.
- Navigate housing searches alongside clients using a rapid rehousing approach when appropriate.
- Assist clients in obtaining resources from community social, health, behavioral health, welfare, and housing agencies; make referrals to community supports based on client needs.
- Conduct weekly inspections of emergency housing sites and complete initial inspections for permanent housing sites across the community as required.
- Attend community meetings related to housing, homelessness, financial assistance, and related supportive service programs.
- Maintain excellent working relationships with referring agency case managers, landlords, homeless service providers, health organizations, behavioral health service providers, and other related facilities and organizations.
- Support a culture of teamwork by communicating effectively with co-workers, program partners, and community stakeholders.
- Complete other duties as assigned.

QUALIFICATIONS

EDUCATION, EXPERIENCE, AND ABILITIES

- Bachelor's degree in Social Work or a related field preferred; bachelor's degree or comparable social service experience preferred.
- Experience in social services, housing programs, community-based shelter services, mental health services, substance use disorder services, or related systems preferred.
- Knowledge of issues related to HIV, mental health conditions, substance use disorders, homelessness, poverty, and housing instability preferred, along with a commitment to ongoing learning in these areas.
- Excellent verbal and written communication skills, including the ability to prepare clear documentation and communicate effectively with clients, colleagues, landlords, and community partners.
- Strong customer service, listening, problem-solving, organization, and time-management skills.
- Ability to multi-task and manage competing responsibilities in a fast-paced, high-energy work environment while maintaining accuracy and attention to detail.
- Ability to learn and use client-tracking software and databases as part of routine job duties.



- Knowledge of de-escalation strategies and Motivational Interviewing techniques, or willingness to learn and apply these approaches.
- Ability to work effectively with individuals experiencing varying levels of need, including those in crisis, while maintaining professionalism, confidentiality, and appropriate boundaries.
- Ability to work independently while contributing to a collaborative team environment and demonstrating sound judgment, reliability, and a positive attitude.
- Proficiency with Microsoft Office applications, including Word, Excel, and Outlook, or the ability to learn these tools as needed.

SPECIFIC REQUIREMENTS

- Ability to communicate effectively in English, including reading, writing, and speaking, to perform essential job functions.
- Ability to understand and carry out written and verbal instructions.
- Ability to manage multiple tasks and meet deadlines in a fast-paced work environment.
- Ability to work collaboratively as part of a team and independently, as required.
- Ability to maintain professional conduct and perform effectively in time-sensitive situations.
- Ability to handle confidential information with discretion and professionalism.

PHYSICAL REQUIREMENTS

- Ability to perform computer-based work for extended periods of time, including reading and entering information, with or without reasonable accommodation.
- Ability to move throughout the facility to engage with staff and program participants, navigate flights of stairs when needed to complete housing inspections, with or without reasonable accommodation.
- Ability to safely move, position, or transfer equipment, supplies, including handling items up to fifteen (15) pounds, with the use of proper body mechanics, assistive devices, and/or team assistance as appropriate to ensure patient and staff safety.

WORKING CONDITIONS

- Works in a climate-controlled and well-lighted environment with a smoke-free policy.
- Works in an office and throughout the building daily. Periodically works off-site meeting with clients in the community, conducting housing inspections, or attending community meetings.

All qualified applicants will receive consideration for employment without regard to race, creed, sex, sexual orientation, color, age, disability status or national origin.