

FAMILIES FORWARD

DIGNITY • EMPOWERMENT • HOPE

Job Title: Veteran Program Coordinator

Reports to: Housing Program Manager

Education Requirement: Bachelor's Degree in Social Services or related field

Experience Required: Minimum 3-5 years of human/social services program delivery

Position is Exempt, Full Time

Job Summary: Families Forward is seeking a highly motivated individual who is committed, compassionate, willing to be challenged, and who wants to make a difference in the lives of others. Reporting to the Housing Program Manager, the Veteran Program Coordinator is responsible for the overall coordination, management, and continual development of the Veteran Housing Program and will act as the main liaison between Families Forward and a variety of veteran-serving community partners. The Veteran Program Coordinator will lead the efforts of a dedicated team of supportive staff that provide case management, housing location services, and ongoing support to ensure long-term stability and success of veteran families in Orange County. Additionally, the Veteran Program Coordinator will actively identify opportunities for program growth, develop strategic partnerships with other veteran-serving agencies in Southern California, and assist in seeking out funding opportunities specific to veteran homelessness. By providing strong leadership, setting departmental goals, tracking progress, exercising efficient departmental collaboration, and adjusting program direction to maximize service connections and positive outcomes as necessary, the Veteran Program Coordinator will ensure veteran families who turn to Families Forward are able to achieve and maintain self-sufficiency.

Essential Job Duties:

Staff Management and Supervision (40% of time)

- Provide direct supervision to a growing team of case managers working with veteran families experiencing or at risk of homelessness.
- Hire, train, manage, and evaluate staff as necessary, ensuring team can consistently provide high quality, Trauma Informed services with a focus on Housing First approaches to ending family homelessness.
- Ensure staff receive necessary training, follow program protocols, and input data according to agency and community standards. Work with staff to develop new and innovative ways to engage with clients.
- Assist staff in identifying appropriate housing solutions for clients, developing plans for individualized support based on each client's unique barriers and needs, and setting strengths-based, achievable goals.
- Collaborate closely with other agency staff, promoting cross-department communication and efficient service referrals and connections.

Program Management and Development (30% of time)

- Oversee day-to-day operation of the Veteran Housing Program, ensuring veteran families are served with high quality and individualized support.
- Work with grant writing team to identify and apply for new sources of funding to further the impact of the Veteran Housing Program; assist in developing grant reports and applications.
- Lead the ongoing growth and development of the Veteran Housing Program. Maintain awareness of community needs, working to adjust service delivery to match anticipated and demonstrated gaps in the veteran homelessness service system in Orange County. Maintain program alignment with industry best practices.
- In collaboration with the Housing Program Manager, monitor program activities in relation to grant and agency requirements; facilitate grant monitoring and audits as they relate to Veteran Housing Program funding sources and contracts.
- Ensure that all grant required documentation is collected and maintained appropriately and that all files are current and compliant with contractual obligations.
- Manage a variety of relationships with community partners, oversee the agency's work in various collaborations that pertain to veteran homelessness, and represent the agency in community meetings.
- Conduct regular staff meetings and trainings to ensure staff are successful in supporting veteran families in achieving and maintaining housing stability.

Additional Duties (30% of time)

- Serve as integral part of the agency's leadership team, providing constructive feedback to staff and demonstrating commitment to offering high quality services to all clients served.
- Manage the coordination of outreach efforts to outside agency resources and attend community events as necessary.
- Represent the agency at a variety of community meetings focused on or related to ending veteran homelessness in southern California.
- Work to establish, steward, and grow strategic partnerships and collaborations in the community.
- Report regularly on successes, goal progress, program updates, and future goals and developments.
- Assist as needed with intake phone calls, food pantry services, seasonal programs, and other agency events.
- Attend all staff, case management, Program Committee and Board meetings as requested.

Qualifications

- Due to grant funding requirements, candidate must have veteran connection, either through personal active or reserve duty service in any military branch or through a veteran family member.
- Belief that Orange County can and will end family homelessness through collaboration, collective impact, and high-quality service delivery.
- Knowledge of veteran resources, programs, and benefits.
- Knowledge of best and evidence-based practices; strong belief in philosophies of Housing First and Trauma Informed Care.
- Strong and effective communication skills in working with clients, staff, volunteers, community members, and partner agencies; ability to handle difficult situations while maintaining composure, compassion, and professionalism.
- Familiarity with the barriers faced by families and individuals experiencing homelessness, as well as services and resources available throughout Orange County.
- Experience with multi-agency collaboration to achieve common goals.
- Maintain valid California Driver's License and State Mandated Auto Insurance.

To apply please send your resume to Elizabeth Childs, Director of HR, at echilds@families-forward.org