

Family Solutions Collaborative

Job title: COVID Response Coordinator
Reports to: Director of Operations
Employment type: Non-Exempt, and part-time (20-hours per week)
Temporary position ending December 31, 2020

Job Summary:

The COVID Response Coordinator is responsible for supporting the goals and mission of the Family Solutions Collaborative. This position will facilitate access to services for families experiencing homelessness in Orange County that have been affected by COVID-19. The COVID Response Coordinator will promote collaborative efforts by maintaining best practices, assisting Access Points, and promoting relationships with community partners. The COVID Response Coordinator will ensure clients receive the highest level of support, are connected to the appropriate Access Point, and receive additional support services. The COVID Response Coordinator will maintain accurate records, documents, and data.

Essential Job Duties

- Serve as the main point of contact to Orange County Health Care Agency (OCHCA), collaborative hospitals, shelters, and hotels/motels.
- Maintain professional relations with hotel/motel providers and respond to their needs pertaining to clients that have been placed in their sites.
- Coordinate with 211 and Latino Health Access Promotoras to ensure services are provided.
- Respond via phone to all requests for services by agencies serving families who have been affected by COVID; perform follow-up phone calls as needed.
- Ensure that Access Points are providing Clients placed in motels with the agreed-upon standard of care.
- Respond to the needs of the various agencies referring clients affected by COVID throughout the three Service Planning Areas (SPA).
- Ensure warm handoff to Access Points.
- Follows up with OCHCA to confirm the client's clearance, before referring to shelter or other housing opportunities.
- Coordinates with Family Navigator at each SPA and participates in the Shelter Bed Reservation Project.
- Support in the development of needed resources and services.

Data and Tracking

- Perform timely data entry and maintain quality data and records as relating to Alternate Shelter, COVID Continuum of Care, COVID First 5, and the Latino Health Access Programs.

- Responsible for timely entry of client information into the Homeless Management Information System (HMIS) and other relevant databases as required.
- Keep and maintain appropriate records and complete all forms in a confidential and professional manner.

Requirements:

- Bachelor’s Degree
- Minimum one-year of human/social services program delivery
- Bilingual English and Spanish

Pay Range:

Commensurate with experience

Please submit resume to Elizabeth Childs, Director of Operations, at echilds@families-forward.org

Note: This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time. This job description shall be reviewed on an annual basis.

Key Skills:	Comprehensive Expert with total knowledge; guides others	Advanced Fully trained; requires occasional assistance	Moderate General knowledge but not totally proficient	Basic Trainee with general understanding
Technical/Functional Expertise: Training skills		Required		
Computer Software: Microsoft Office		Required		
Interpersonal/Communication: Strong verbal & written skills		Required		
Language (non-English): Speak & understand Spanish		Required		

Work Environment/Requirements: (time required in terms of an 8 hour workday)

Time each day (**O**ccasionally = 0.5 to 2.0 hours; **F**requently = 2.5 to 4.0 hours; **C**ontinuously = 4.5 or more hours)

Basic Duties	O	F	C
Drive car	O		
Operate forklift			
Ride in car	O		

Basic Functions	O	F	C
Kneel/bend/crouch/crawl/squat	O		
Talk			C
Hear			C

Travel	O			Climb or balance			
Use telephone			C	Reach with hands or arms	O		
Type or use PC equipment			C	Reach above shoulder level	O		
Sit at desk		F		Stand or walk		F	
Noise Level				Use hands to finger/handle/feel			
Very quiet (forest trail; isolation booth, etc.)				Push/pull			
Quiet (library; private office, etc.)				Special Vision Requirement			
Moderate Noise (open office)			C	Close vision (clear at 20 inches or less)			C
Loud Noise (warehouse, fork trucks, etc.)				Distance vision (clear at 20 inches or more)			C
Very Loud Noise (heavy equipment, etc.)				Color vision (identify & distinguish colors)			
Work Environment				Peripheral vision (Observe up/down/left right)			
Wet, humid conditions (non-weather)				Depth perception (3 D; judge distance)			
Work in high, precarious places				Ability to adjust focus			C
Fumes or airborne particles				Lifting/Carrying			
Toxic or caustic chemicals				Up to 25 lbs.	O		
Outdoor weather conditions				Up to 50 lbs.			
Extreme cold (non-weather)				Up to 100 lbs.			
Extreme heat (non-weather)				More than 100 lbs.			
Risk of electrical shock				Working Hours			
Risk of radiation				Physical presence during work hours		F	
Vibration				Weekends	O		
Other:				Overtime	O		

Executive Director's Approval

Date

Employee's Signature

Date