

# FAMILIES FORWARD

**Job Title:** On-Site Supportive Services Coordinator

**Reports to:** Affordable Housing Manager

**Education Requirement:** Bachelor's Degree

**Experience Required:** Minimum 2 years of case management experience or related

**Prefer:** Bilingual English & Spanish

**Position is:** Non-Exempt, Full Time (38 hours/week equivalent), Monday through Thursday, subject to change with advance notice

**Salary Range:** \$28.00-\$35.00/hr.

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## About Families Forward

At Families Forward, we are dedicated to preventing and ending family homelessness and strengthening community wellbeing across Orange County. Since 1984, our nonprofit organization has provided compassionate support that empowers families to achieve lasting stability and self-sufficiency through housing programs, essential services like our food pantry and career counseling, and meaningful resources that nurture resilience and hope. Guided by our core values of *dignity, empowerment, accountability, community spirit, and hope*, we strive to create an environment where families can thrive and where every team member feels inspired, valued, and equipped to make a meaningful impact in the lives of others. We believe in fostering a collaborative and inclusive workplace where passion for service meets purpose-driven work. Join us in building stronger families and a stronger community.

## Job Summary:

Under the supervision of the Affordable Housing Manager, the On-Site Supportive Services Coordinator oversees supportive services and programming for formerly homeless families living in Families Forward affordable housing communities throughout Orange County. This position works independently across multiple community sites, building strong relationships with residents, community partners, and property management teams.

The ideal candidate is a self-starter who is comfortable managing a dynamic caseload with minimal supervision, enjoys working directly with children and families, and is passionate about helping residents achieve long-term housing stability and economic mobility. Responsibilities include case management, community resource coordination, educational workshops, and after-school programming that support residents on their path toward self-sufficiency.

## Essential Job Duties:

### Supportive Services/Case Management Duties: (35% of time spent)

- Develop an individualized service plan and goal sheet for each client-family and conduct monthly family meetings and housing inspections to facilitate family's housing stability and progress in the program.
- Develop and expand upon community resource providers and services offered.
- Coordinate community resource referrals to ensure economic mobility and a successful transition to self-sufficiency. Develop and maintain strong community partner relationships.
- Facilitate community resource training such as tenant education, career, and financial literacy.
- Manage and maintain appropriate records and complete all relevant agency/program forms in a confidential and professional manner.
- Be responsible for the timely entry of case notes, services, and client information into required database systems.
- Monitor all client expenses; seek approval for expenses from the Affordable Housing Manager.
- Oversee and maintain program compliance by performing audits and using reports. Maintain required reports and statistics; prepare reports on a monthly and annual basis as required.

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## **Community Workshops and After-School Programming: (50% of time spent)**

- Plan and facilitate weekly and monthly educational workshops on topics including financial literacy, job readiness, health and wellness, computer skills, and parenting.
- Coordinate and oversee engaging after-school programming, including tutoring, homework assistance, educational enrichment, and recreational activities.
- Build positive relationships with children, youth, and families while fostering a welcoming, supportive community environment.
- Work independently to coordinate activities and adapt programming to meet the needs of each housing community.

## **Property Management Coordination (10% of time spent)**

- Conduct tenant orientations and provide education on lease responsibilities and property care.
- Complete monthly home inspections and collaborate with property management to address concerns and maintain housing stability.
- Assist with annual recertifications, lease compliance, and document collection.
- Monitor compliance with funding requirements and agency policies.
- Serve as a liaison between residents and property management, helping resolve issues through effective communication and problem-solving.
- Assist with lease-up activities, program exits, and coordination with community partners.
- Develop practical solutions to resident and program challenges while maintaining compliance with applicable regulations.

## **Additional Duties: (5% of time spent)**

- Support outreach activities and community events.
- Share program outcomes, success stories, and reports as requested.
- Assist with agency-wide events, food pantry operations, holiday programs, or front desk coverage as needed.
- Attend staff meetings, case conferences, trainings, and Board meetings as requested.

## **Required Skills:**

- Ability to work independently, manage priorities, and take initiative with minimal supervision
- Comfort traveling between and supporting multiple community housing sites throughout Orange County
- Enjoy working with children, youth, and families in a community-based setting
- Strong relationship-building and communication skills
- Excellent organization, time management, and documentation skills
- Collaborative approach with internal teams and community partners
- Ability to adapt to changing priorities and solve problems independently

## **Additional Qualifications:**

- Maintain a valid California Driver's License and State Mandated Auto Insurance
- Bilingual - English & Spanish preferred
- Must be able to successfully pass a background check and Live Scan fingerprinting.
- Must be willing to obtain and maintain First Aid and CPR certification (paid for by organization).

**Don't meet every single requirement?** We encourage you to apply anyway. At Families Forward, we value diverse backgrounds, perspectives, and lived experiences. If you're excited about this role and our mission to end homelessness, we want to hear from you—even if your experience doesn't align perfectly with every qualification.

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## **Benefits**

Families Forward is committed to offering competitive compensation, full benefits, and professional development opportunities for our employees. Our benefits package includes medical, dental, and vision; flexible spending account; life insurance; 403B retirement plan; generous time off including paid holidays, vacation, sick time; phone or phone stipend; and a variety of other benefits to support our employees.

**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.

***Please submit all resumes to Jennifer Press, Senior Director of Talent and Operations, at [jpress@families-forward.org](mailto:jpress@families-forward.org).  
No phone calls, please.***