T A R R A N T C O U N T Y H O M E L E S S C O A L I T I O N

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**Date:** 08/22/2019

**Position:** CoC Operations Coordinator

**FLSA Status:** Exempt



**Job Status:** Full Time

**Reports To:** CoC Operations Manager

The CoC Operations Coordinator will work with the Operations Manager in the performance of work related to the implementation, oversight and/or day to day management of emerging programs that support dynamic prioritization and other innovations. Areas of responsibility may include employer recruitment, training and retention; landlord recruitment, training and retention, or other programs as assigned. The CoC Operations coordinator is part of a team that is responsible for a variety of continuum of care supports including but not limited to increasing the number of employers and landlords willing to work with CoC clients.

**Reasonable Accommodations Statement**

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

**Employer Recruitment, Training and Retention**

* Identifying CoC agencies and partners that currently engage in employer or job development activities as well as personnel charged with same.
* Creating a distribution list and information sharing platform through Drop Box or other means to share best practices, employer openings, and other vital information
* Finalizing employer development collaterals that detail the value proposition to employers and incentives, best practices or approaches
* Convening networking and other meetings among CoC, Voc Rehab and WFS employer recruitment staff
* Facilitating employer training events
* Rolling out employer incentive, recognition or other programs selected to improve employee retention
* Conduct stakeholder focus groups from time to time to gather feedback to improve the program
* Identifying processes and developing means to track and evaluate the growth in employers, homeless jobseekers placed and/or other metrics as assigned and consistent with CoC goals and targets.

**Landlord Recruitment, Training and Retention**

* Identifying CoC and partner agencies engaged in landlord recruitment activities as well as personnel charged with same
* Creating a distribution list and information sharing platform through Drop Box or other means to share best practices, landlord openings, and other vital information
* Collaborate with system partners to develop collaterals that detail the value proposition to landlords, incentives and best practices or approaches
* Research grant and other opportunities to assist in the funding of landlord incentives and services
* Collaborate with the Development Director to support the response to Requests for Proposal or another grant activity
* Convening networking and other meetings among CoC agency/partner landlord development staffs
* Rolling out landlord incentive, recognition or other programs selected to improve landlord retention
* Conduct stakeholder focus groups from time to time to gather feedback to improve the program
* Develop and staff landlord hotline
* Identifying processes and developing means to track and evaluate the growth in apartments and homes available to CoC clients and/or other metrics as assigned and consistent with CoC goals and targets.

**Coalition Meetings & Trainings**

* Coordinate, facilitate and/or participate in TCHC / CoC Committees, Meetings and sponsored trainings related to CE, Operations, Landlord, Employment or other topics.
* Execute follow-up activities related to meetings as assigned

**Continuum of Care Related Activities**

* Support Point in Time County through participation in activities as requested or assigned
* Participate in CoC fundraising activities such as Bubbles and Bras, Boxers and Brews, Mulligans for the Homeless, or other similar events.

**Qualifications**

* Desire and commitment to prevent and end homelessness
* Excellent oral and written communication skills
* Independent problem solving and decision making
* Great customer service orientation to internal and external relationships
* Strong analytical skills
* High degree of computer literacy including excellent command of Microsoft Office and Adobe Acrobat, as well as web-based interface applications such as Constant Contact and Survey Monkey, required
* Ability to work in a matrixed environment: must be collaborative and flexible.

**Education and Experience**

* Bachelor’s or Associates degree required from an accredited, four-year college or university with major course work in business, real estate or property management, social services, marketing, human resources with a concentration in talent recruitment, or another related field.
* Minimum of three years professional work experience in real estate, property management, recruiting, diversity training, marketing, social services or related field.
* This position may access information that is confidential and highly sensitive; therefore, candidates must clear a criminal background check in compliance with the Continuum of Care’s HMIS data security standards

**Work Environment**

* Office setting, mostly seated for long periods of time, walking/standing/lifting may be required.

**Statement on Diversity**

The staff, customers, stakeholders, and colleagues of the Tarrant County Homeless Coalition reflect the diversity of our community. TCHC’s services conform to Federal Fair Housing Laws and the City of Fort Worth’s public policies on non-discrimination. Employees of TCHC are expected to treat all persons with dignity and respect without regard to race, creed, color, sex, religion, disability, mental illness and/ or addictions (diagnosed or not), age, national origin, familial status, source of income, criminal background, sexual orientation, transgender, gender identity or gender expression.

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| The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate. |

By signing this job description, I acknowledge that I have had an opportunity to review it and ask questions about it.

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