



THE HOMELESS COALITION

P.O. Box 471638, Fort Worth, TX 76147-1406 | 300 South Beach Street, Fort Worth, TX 76105
817-509-3635 | www.AHomeWithHope.org

Position: Manager of Community Services

FLSA Status: Non-Exempt

Job Status: Full Time

Reports To: Director of Community Impact

Supervises: Helpline Coordinator, Scan Card Coordinator, Benefits Coordinators

The Manager of Community Services will manage all client-facing services provided by the Homeless Coalition. This role will be responsible for coordinating community services and assessing their impact on overall system performance to ensure that client needs are being met.

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.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Oversee all activities of the community services team
- Monitor and coordinate referrals for community services
- Ensure accurate communication regarding available resources
- Participate in community fairs, presentations, meetings, and other activities that promote access and utilization of community services
- Identify patterns of service and provide regular feedback regarding community service needs
- Coordinate volunteers and interns, as applicable
- Facilitate meetings to increase coordination and strategy with community partners
- Work with the data analysis team to evaluate system trends and needs

QUALIFICATIONS

- Bachelor's degree or equivalent work experience
- Minimum 2 years of experience providing community services
- Minimum 2 years of experience managing and leading teams
- Knowledge of the homeless services system is preferred, but not required

COMPETENCIES

- Team player and team builder
- Comfortable presenting to groups of various sizes
- Problem solver

- Excellent oral and written communication skills
- Strong analytical and critical thinking skills
- Detail-oriented and polished professional
- Ability to work with individuals from diverse backgrounds
- Organizational and time management skills
- Takes initiative
- Strong interpersonal skills

WORK BEHAVIORS

- Represents Tarrant County Homeless Coalition in a professional manner at all times
- Desire and commitment to prevent and end homelessness
- Maintain high ethical standards and professional boundaries
- Establish a respectful relationship with all departments and staff
- Work collaboratively with other personnel and/or service providers or professionals
- Work independently
- Model TCHC values in all interactions and daily work activities

WORK ENVIRONMENT

Office setting, mostly seated for long periods of time, walking/standing/lifting may be required. Occasional after hours and off-schedule time will be required to support major projects and special events, such as the annual point-in-time Homeless Count.

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, gender identity or gender expression.

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.