Home & Heart Homesharing Program Coordinator

Home & Heart is Butte County’s homesharing organization whose mission is to assist older adults to age in place, decrease isolation, and expand the stock of affordable housing in Butte County. We facilitate homesharing matches between older adults who want to age in place (home providers) with adults who are seeking affordable housing willing to help (home seekers). Home & Heart has a comprehensive process that supports participants every step of the way. The Program Coordinator manages our client portfolio as the primary point of contact for participants while also working to support our mission.

This position is full time $21.00 - $24.00 per hour, includes 25 days of PTO annually, reimbursements for mileage, and includes a monthly health and wellness stipend of $200.

Job Responsibilities

Client Support - 75%
- Answer inquiries about the program and eligibility.
- Follow up with applicants to complete intakes to determine eligibility, client needs and goals.
- Provide community resource information and follow up case management services to potential and existing clients.
- Meet weekly with staff to assess client compatibility and potential matches.
- Facilitate match meetings and trial matches.
- Provide ongoing case management to matched home providers and seekers including housing agreements, mediation, and transition services as needed.
- Assist in updating policies and procedures to ensure best practices as applicable.
- Track and update client progress and notes in our CRM and other applicable databases.
- Report program data on a monthly basis.
- Assist in training and supervising volunteers and interns.

Serving Organizational Mission - 25%
- Assist with organizational fundraising, social media and outreach efforts.
- Participate in weekly team meetings and supervision meetings.
- Attend community meetings and events to maintain relationships with partners and stakeholders.
- Other duties as assigned.

Qualifications
- Have reliable transportation and valid California Driver’s License. (Case management includes transporting clients as needed).
- Have undergraduate degree in social work or related field or 3 years work experience in social work, public health, gerontology, or related field.
- Experience in social services, case management, working with older adults, healthcare, public health, housing justice organizing, program coordination.
- Possess strong organizational and time management skills.
● Have strong written and verbal communication.
● Demonstrated ability to take initiative, manage time effectively and work with a team.
● Have strong interpersonal and social skills to build and maintain client and community partner relationships.
● Knowledge of community service agencies and other governmental assistance programs.
● Ability to oversee client conflict resolution.
● Ability to work effectively to bring diverse populations into the organization and to collaborate with diverse groups of people.
● Proficiency in Google Office Suite and ability to learn to use our web-based client database for case management.

*Home & Heart is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.*

Interested applicants should send a cover letter and resume to cathryn@buttecountyhomeshare.com by February 16th.