



## **JOB DESCRIPTION**

### **Job Title:**

Lead Coordinator

### **Department:**

Veterans Shelter Program

### **Prepared By:**

Human Resources

### **Approved by:**

Andre Simpson-Executive V.P. /C.O.O

### **Job Summary**

Provides oversight of daily operations of the veterans' shelter program to include case management, establishing policies and procedures, data entry, outreach, and housing navigators; in an effort to ensure clients are working towards obtaining permanent housing.

### **Qualifications:**

- ❖ Prior experience as a supervisor is strongly preferred.
- ❖ Bachelor's Degree in Human Services, related field or equivalent experience required.
- ❖ Minimum of two years of paid related experience serving veterans, low-income and/or homeless individuals preferred.
- ❖ Must have previous work experience in a housing first environment.
- ❖ Basic understanding of Veterans' benefits.
- ❖ Must be computer literate in Microsoft Office (Office Suite-Excel, Word).
- ❖ Must be able to lift 15lbs or more.
- ❖ Must be able to fluently read, write, and communicate in English.
- ❖ Must be able to work within a diverse population.
- ❖ Must be able to pass background check and drug screen.
- ❖ Must have privately owned vehicle and proof of current vehicle insurance.
- ❖ Must have knowledge and/or experience working with local Service Point database and Coordinated Entry System.
- ❖ Must be able to comfortably, both mentally and physically, perform all aspects of job description and other duties as assigned by supervisor.

### **Responsibilities and Major Duties:**

- ❖ Hires, trains, manages and evaluates program staff.
- ❖ Oversees program and contractual outcomes including responsibility for program planning and distribution of workload.
- ❖ Reports to and coordinates with supervisor on all daily operations of the Shelter.
- ❖ Ensures program rules and policies are adhered to by Staff and Residents.
- ❖ Confer with supervisor to resolve participant complaints.
- ❖ Prepares and submits all paperwork and necessary reports in an accurate and timely manner to Program Director and funders.
- ❖ Ensures program quality assurance to track program participant data for specific outcomes and reports.
- ❖ Attends internal and external meetings related to the operation of the program.
- ❖ Remains current in the field of service provided the program (veterans' services and homeless services) through self-initiated avenues, as appropriate.
- ❖ Participates in the development of ongoing strategies and/or systems related to program operation.
- ❖ Completes program related projects on time and within budget.
- ❖ Other duties as assigned by supervisor.



Veterans Village of San Diego has the following benefits: 12 paid holidays a year, paid time off between Christmas and New Year's Day, paid vacation and paid sick leave, pension, health insurance, dental and vision plans.

Application Procedure: submit cover letter and resume to: [cesar.padilla@vvsd.net](mailto:cesar.padilla@vvsd.net), please put in subject line: Shelter Lead Coordinator, or you may Fax resume and cover letter to (619) 497-0263 Attn: Cesar Padilla

If you were a client of VVSD, you must have been out of all programs for a minimum of 2 years.

VVSD is an EEOC employer.