



Gathering for Women · Monterey

Program Coordinator

Gathering for Women – Monterey’s Program Coordinator works closely with the Executive Director to oversee daily program operations. This position is part of GFW’s management team and is under the supervision of the Executive Director. This is a hands-on role based at GFW’s Day Center, in Monterey, CA, and includes outreach outside of the Center.

Key duties and responsibilities include, but are not limited to:

- Work closely with the Executive Director to define, create, and implement policies and procedures.
- Network and collaborate with area housing resources. Maintain and communicate a list of available housing opportunities at least once per week.
- Supervise Case Manager/Navigator(s), CDNB Case Managers, Next Step Volunteers and Next Step interns.
- Hold, plan and facilitate bi-weekly meetings with program staff and Next Step volunteers.
- Serve as a GFW representative in monthly meetings with other homeless service providers as requested by the Executive Director. Attend program related events.
- Liaise with the Monterey’s Multi-Disciplinary Outreach Team.
- Maintain accurate and up to date guest records and case notes. Manage and maintain clean databases. Oversee case file management of other case managers and volunteers. Hold software training and updates as needed.
- Generate documents, reports, correspondence, and presentations; complete data entry utilizing a variety of computer software including Penelope Case Management Software, Community Software Group, Active Referral Network and Homeless Management Information System. Collect and analyze data in an accurate and timely manner and prepare reports monthly and as needed.
- Provide intake, screening, assessments, ongoing monitoring and create a case plan for homeless and housing insecure women. Provide information, referrals, and assistance.
- Assist guests toward stable housing by helping them develop problem solving and goal setting skills. Assist guests in determining their needs in all areas, including, but not limited to employment, education, and financial needs.
- Conduct crisis intervention as needed.
- Monitor case management by observing and evaluating guest needs; advocating for needed services; obtaining additional resources; and navigating guests to other services.
- Other duties as assigned.

Direct Reports include:

Case Manager/Navigator

CDNB Case Manager

Next Step Volunteers and interns

Work Environment:

A typical work schedule is 40 hours a week, Monday through Friday during daytime hours, however evenings, weekends, or holidays may be required on occasion. Office environment is working with a

volunteer staff, and guests who are primarily homeless women. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets.

The Program Coordinator will be required to drive in connection with case management, navigation services, and coordination with other agencies. Although this is primarily a sedentary position, the Program Coordinator may be required to stand, walk (up and down stairs), stoop, and bend continually throughout the workday. Occasionally, the Program Coordinator may be called on to lift up to 50 lbs.

Qualifications:

The ideal candidate will possess proven ability or accomplishment in the following:

- Demonstrated success with the duties and responsibilities listed.
- Outstanding case management skills.
- Knowledge of the needs of homeless populations (with knowledge of the needs of local homeless women a plus).
- Familiarity with current housing market information, housing trends and available affordable housing resources a plus.
- Excellent keyboard skills and fluency in MS Office (Word, Excel, PowerPoint), and Gmail. Experience working with Homeless Management Information System or a similar data management system preferred.
- Exemplary and compassionate customer service skills.
- Excellent oral and written communication skills.
- Effective interpersonal and relationship building skills.
- Ability to partner and communicate with a variety of internal and external contacts.
- Excellent planning, organizational, time and project management skills.
- Strong reasoning, analytic thinking and problem-solving skills and experience.
- Excellent attention to detail.
- Multi-tasking skills; flexibility.
- Ability to manage work assignments independently and as a team.
- Ability to maintain confidentiality.
- Proven ability to be flexible and to work in a fast-changing environment.

Education and Experience: A Bachelor's Degree in the Human Services field required, MSW strongly preferred. Prior case management experience is required. Prior experience working with a non-profit and/or with vulnerable populations is strongly desired. Passion for the mission is required.

Background and Licensing: Must possess a valid California driver's license and auto insurance. Additionally, employment with GFW is subject to a background check (fingerprinting).

Salary: \$55,000 to \$65,000 depending on experience. This is exempt position.

Please submit thoughtful cover letter and resume to Staci Alziebler-Perkins at ed@gatheringforwomen.org. Applications reviewed on a rolling basis. No phone calls, please.