



Homeless Gear

*Offering Hope
and a Hand Up*

Hand Up Coordinator

POSITION DESCRIPTION

REPORTS TO: Program Director, Executive Director

POSITION OVERVIEW: The Hand Up Coordinator oversees both tracks of Homeless Gear's Hand Up program: "Employment" and "Transitions." Through both tracks, the Hand Up Coordinator recruits and manages a group of interns and volunteers; together with the interns and volunteers, he/she maintains a caseload of participants (clients), provides employment support and case management to those clients and maintains a database of activity. The Hand Up Coordinator develops relationships with local businesses and, ultimately, works with those businesses to create job opportunities for program participants. Additional responsibilities include grant writing, donor solicitation campaigns, event planning and requests for corporate and business sponsorships/partnerships. Other duties include research of best practices, report writing and other tasks as assigned by Program Director, Executive Director and the Board of Directors. **The ideal candidate possesses a combination of business and human service skills, as demonstrated through education and/or work experience.**

This is a full-time salaried position. Compensation is commensurate with experience.

ESSENTIAL JOB FUNCTIONS AND DUTIES:

Employment Support:

1. Maintain a caseload of program participants (homeless and low-income men and women), and support those clients as they seek to gain employment. Meet with participants, both one-on-one and in group settings, to assess strengths and barriers to employment, identify job leads, produce and refine resumes/cover letters and sharpen interview skills, among other tasks.
 - a. The ideal candidate is comfortable working with a diverse set of job seekers, including but not limited to individuals who: are victims of abuse, have significant criminal histories, carry potential mental health or substance abuse concerns*, have gaps in work history, and/or demonstrate interpersonal difficulties and other obstacles that impede goal attainment.
2. Identify and recruit local businesses to serve as Hand Up partners. Business partners are those businesses that agree to hire—or consider hiring—program participants. The Hand Up Coordinator identifies potential business partners, approaches hiring managers with the concept of a partnership and sells those managers on the merits of the program. He/she then presents qualified program participants to business partners.
3. Maintain database of all client interactions. Perform client assessments and record those assessments, along with other data, in a Microsoft Access database. Produce monthly reports for distribution to staff and Board of Directors.
4. Professionally handle any problems that arise with participants, pre- or post-hiring, and if necessary inform the Program Director, Executive Director and Board of Directors about any relevant information.
5. Provide information to stakeholders (committees, businesses, participants, Board of Directors, and the general public) about the program.
6. Work cooperatively with other agencies who are involved in some way with assisting the homeless and near homeless.
7. Obtain photos, stories and other marketing material to promote the program throughout the community.

**The Hand Up Coordinator does not provide any form of mental health or substance abuse treatment; rather, he/she makes appropriate referrals to other resources.*

Transitions Coordination:

1. Oversee a team of interns and volunteers that supports single, homeless women as they work to escape homelessness and regain self-sufficiency. Identify strengths and aid the team to establish goals, overcome barriers, etc. This role requires strong communication and relationship-building skills.
2. Track participants progress and work to set and meet annual program goals.
3. Cooperate with participants to obtain photos, stories and other marketing materials.

Fundraising:

1. Research foundation, corporate and government grant or fundraising opportunities. Maintain financial records consistent with what is necessary for grant applications. Conduct research on homelessness, job search education, participant needs and outcomes as necessary to write compelling grant applications. Write and submit grant applications. Write grantor thank you letters and communicate with funders as needed. Write and submit grant reports in a timely manner as required by the funding source.
2. Participate in the planning and implementation of donor fundraising campaigns.
3. Solicit opportunities for cause marketing campaigns and sponsorships with local businesses.
4. Recommend, plan and implement fund raising events.
5. Research and suggest other appropriate methods for raising funds.

Volunteer Coordination:

1. Canvas community for new volunteers by using outreach and publicity. The recruiting process may involve presentations to civic organizations, academic communities, faith communities and/or businesses.
2. Assist new volunteers with the application and screening process.
3. Maintain a list of volunteers, complete with current contact information.
4. Provide ongoing support and training to volunteers in the Hand Up program.

This Job description is not intended to be all inclusive. Employee may perform other, related duties.

EXPERIENCE AND QUALIFICATIONS:

Education: Bachelor's Degree (or higher) or equivalent experience in business *and* social work (or related fields).

Computer: Strong computer skills, including demonstrated success with MS Office suite; strong skills and comfort with internet applications and social networking sites.

Experience: At least one year of experience in business *and* social work, or related fields, as demonstrated through education or work experience. Experience with business development and/or marketing preferred; experience with homeless individuals, employment and self-sufficiency support, resource development, grant writing and staff management preferred.

General Requirements:

- Ability to work independently and with minimal supervision.
- Flexible schedule that includes the ability to work some evenings and weekends.
- Bilingual Preferred.

HOW TO APPLY:

Please send Resume and Cover Letter to David Rout (David@HomelessGear.org) with "Hand Up Coordinator" in the subject line. Questions should be directed to David. Visit our website for more information: www.HomelessGear.org