

Title: Housing Team Services Coordinator

Organization Overview: United Way of Anchorage mobilizes the community to make lasting, measurable changes in community conditions that improve lives. We have adopted a unique approach to community problem-solving called collective impact which allows us to directly engage with communities. Our workplace is fast-paced, collaborative, and adaptive.

Position Overview: The Housing Team Services Coordinator will play a key role in the execution of Home for Good Anchorage and the Landlord Housing Partnership, coordinating delivery and ensuring fidelity of services for the projects to maximize its positive impact for the community. We seek applicants with the ability to work independently who prize the value of collaboration. A demonstrated commitment to building the community's system of care for people experiencing homelessness—eager to guide others in evidence-based practices—is a plus. The ideal candidate will have a breadth of relationships across Anchorage's public and private sectors; depth of knowledge about the nuances of successful housing strategies; and the flexibility, creativity, and adaptability to guide the project through unexpected challenges.

Essential Functions/Roles & Responsibilities of the Position:

- Support Home for Good Project Director in managing relationships with service delivery providers, reinforcing project delivery expectations and standards, including accuracy and timeliness of data entry.
- Lead efforts to connect Home for Good project participants with housing vouchers/subsidies, working with each service delivery provider to identify participants that do not yet have a voucher/subsidy, and collaborating with the service provider teams to identify and follow up on voucher/subsidy opportunities for each participant.
- Support coordination and communication among providers in both Home for Good and the Landlord Housing Partnership, including topics of landlord relationships, case conferencing. Provide targeted guidance to ensure that housing and services adhere to evidence-based best practices, and coordinate additional technical assistance where needed.
- Provide support for the project's overarching goals of data quality, outcome performance management, and sustainability throughout the timeframe of the Pay for Success contract.
- Participate in regular project governance meetings for housing programs and initiatives. Support project management strategies.
- Coach service delivery providers about the use and implementation of evidence-based practices that increase the providers' ability to house people and to increase participants' quality of life.
- Inspire and coach teams at outside service providers with a clear vision, all the while maintaining respect for outside providers' differing organizational cultures.
- Provide support for the project's overarching goals of data quality, outcome performance management, and sustainability throughout the timeframe of the Pay for Success contract.

Key Competencies:

- Strong project management skills; ability to lead and coordinate multiple workstreams without sacrificing excellence or accuracy.
- Comfort working with data and a results-oriented mentality.
- Exceptional interpersonal and relationship management skills; ability to successfully manage complex situations; strong active listening and empathy skills.
- Ability to find common ground and effectively facilitate discussion among stakeholder groups with divergent views.
- Sense of humor and the flexibility to regularly incorporate feedback, and ability to create and maintain a positive, productive attitude in the face of challenges.

Education, Skills & Qualifications:

- Familiarity with the principles of behavioral health service delivery, with intensive case management (ICM) or assertive community treatment (ACT) knowledge or prior experience.
- Bachelor's degree preferred
- Minimum of 2 years of experience working with persons who have complex life circumstances such as: mental health conditions and other disabilities, complex trauma; substance use issues; and homelessness.
- Experience interacting with social service teams, teaching adult learners or prior experience with multiple disciplines and cultures is desired.

Salary Range: \$ 50,000 - \$ 62,000

Hours of Work: 8:00 a.m. to 5:00 p.m., M-F (Hybrid Office & Remote)

To Apply: Please send your resume to Nina Makarova, Director of Administrative Services, nmakarova@ak.org

Position open until filled.