Coordinator, Training

Job Summary
Under direction of the Access & Engagement Associate Director of Operations and Training, the Access & Engagement Training Coordinator will support training, outreach best practices, and resource connections for HET members. This position will support the Access & Engagement Associate Director of Operations and Training Support to build on the current momentum of systems coordination for families, singles and youth by ensuring best practice models are developed and utilized by department staff. This position will also support the department’s global education on the Coordinated Entry System (CES) and best practices for collaboration with City, County, and community partners.

Essential Job Functions:
Staff Support & Development
- Oversee the onboarding and orientation processes for newly hired staff.
- Support coordination and delivery of trainings on team development, department-wide and small group trainings to increase HET members’ outreach and clinical skills.
- Facilitate connections for staff to obtain education to enhance their skills and improve their chances of career advancement.
- Develop support plans for HET members to be leaders in the homeless services community, role models of best practices, and experts in service linkage.
- Train HET members to provide regular and appropriate feedback in order to promote opportunities for professional growth, increase quality of working partnerships, and strong client care.
- Increase HET worker retention rates by providing spaces for feedback and follow through of appropriate needs.
- Assist in developing policies, procedures, and protocols necessary to carry out department activities.
- Build relationships and collaborate with internal LAHSA teams and external providers within the Coordinated Entry System to ensure HET has access to the most updated information on appropriate referrals to housing, substance use, and mental health programs, among others.
- Creatively use and develop community resources to broker and link clients to services.
- Attend and present at community and other meetings when appropriate.

Knowledge, Skills and Abilities:
- Knowledge of relevant research on the homeless and evidence-based practices for homeless systems and interventions.
- In-depth knowledge of homeless populations, systems and programs, including HUD/HEARTH federal policy and program guidelines.
- Knowledge of complex, public systems of care for the homeless population.
• Knowledge of coordinated entry system for the homeless. Must be computer literate and have
good communications skills.
• Applicants must be able to display a successful track record of managing projects and should
possess a positive attitude, the ability to comfortably interact with diverse populations, be
energetic and independent and have strong leadership skills.
• Prior experience working with street-based teams.
• Bilingual (English/Spanish) speaking and writing skills are strongly preferred.
• Strong analytical and time-management skills
• Ability to inspire, motivate, build relationships with, and lead teams
• Strong work ethic that serves as example in the department
• Excellent interpersonal and presentation skills
• Demonstrated ability to exercise sound, independent judgment
• Ability to work well independently and in groups
• Creative problem-solving skills and attention to detail;
• Knowledge of LAHSA’s HMIS

Training & Experience:
• Minimum four years’ experience in social services, specifically working with homeless
populations in a leadership role. A social service Bachelors’ degree and work experience
including supervising staff and special projects.
• Candidate should possess knowledge of best practice models for assisting homeless people with
varying degrees of needs/conditions and have a strong understanding of contractual
requirements/compliance and applicable performance measures.
• Must have experience working with a wide range of homeless and social service providers, City
and County Departments and Elected Officials and the ability to maintain those professional
relationships.
• A valid California Drivers’ License, a good driving record and familiarity with Los Angeles County
freeway systems and geographic locations is necessary. Willingness to work flexible hours as
required.

To Apply, please go to www.lahsa.org/jobs