



3225 Adeline Street, Berkeley, CA 94703  
info@bfhp.org | 510.649.4965 | BFHP.org

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<b>Job Title:</b>	Program Coordinator	<b>Job Status:</b>	Regular, Full Time
<b>Department:</b>	Roads Home	<b>Reports to:</b>	Program Manager

## Company Overview

Celebrating its 50<sup>th</sup> anniversary in 2020, Berkeley Food and Housing Project (BFHP) has a clearly stated mission: *to ease and end the crisis of homelessness in our communities*. Every program in each region; Alameda County, Contra Costa County, Solano County, Sacramento County, San Joaquin County and Amador County, supports this mission and everyone who works for or on behalf of BFHP understands and is dedicated to this mission and purpose. With programs ranging from free meal service to permanent supportive housing, BFHP provides a continuum of care to accommodate a broad spectrum of specialized needs. The Agency's mission is responsive to the constituency and communities served by it and of value to the society.

## Program Overview

A Pathway to Housing for Homeless Veterans – join a team that assists Veteran families experiencing homelessness to attain housing placement and housing stability. BFHP is expanding on our successful Supportive Services for Veteran Families (SSVF) Roads Home program to connect very low-income homeless individuals and families with permanent housing. The program provides street and venue based outreach, case management, permanent housing placement, temporary financial assistance, employment assistance, and assistance in obtaining VA and other benefits. The program will work with all participants to develop and carry out action plans that improve their health and wellness.

## Position Summary

The Program Coordinator is the first point of contact for the program and sets the tone for the veteran's experience with the Roads Home Program. The Program Coordinator (PC) provides data entry, data management and data reporting services for the program. The position supports the integrity of program data that is collected, analyzed, and reported. This position will help to manage and review data for inconsistencies and completeness in the HMIS (Homeless Management Information Systems) database software. In addition, this position provides reporting and analysis as required by external funders, internal management and program needs. The PC will also coordinate with VA Health Care system and HUD/VASH programs as well as assisting in the collaboration with other community providers.

## Essential Duties and Responsibilities

- Handle all incoming calls to Roads Home Program main phone line and check program voicemail at least 2x daily; return all hot line calls within 24 hours
- Provide phone pre-screens to all interested clients to determine eligibility, Assign new participants to case managers
- Provide administrative support to the program, as needed
- Review check requests for errors and consistency issues and troubleshoot issues with staff



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- Interact with case management staff to request missing check request documentation and follow up with staff to ensure all documentation is accurate and clear • Drive between program sites to transport paperwork as needed
- Attend all program staff meetings
- Support the Program Manager in the overall management of program data and outcomes reporting
- Set up all client records in HMIS data base system
- Provide data entry from HMIS intakes, exits and status change forms within 24 hours of data collection
- Review HMIS forms for errors and consistency issues; trouble shoot issues with staff
- Interact with case management staff to request missing HMIS paperwork and follow up with staff to ensure all data is entered accurately
- Generate regular HMIS QA reports and conduct data clean up as needed
- Generate required HMIS monthly program reports and upload to VA after Program Manager review
- Assist with the preparation of Quarterly Reports
- Create additional tracking systems and generate reports on an as-needed basis for funding and reporting purposes
- Attend all HMIS Policy Committees and User Group meetings
- Provide technical assistance for staff completing HMIS forms
- Distribute new HMIS forms and communicate new policies to staff, as they are rolled out
- Provide training and technical assistance to staff, as needed, regarding HMIS, data entry, report
- Take notes at all staff meetings
- Other duties as assigned

### **Qualifications, Skills and Abilities**

- BA in Social Services or related field preferred, or equivalent combination of education, training, and experience
- Three years experience in database reporting and data entry. Experience working with HMIS, strongly preferred.
- Experience with homeless and low income individuals and individuals with mental health or substance abuse issues.
- General knowledge of local community resources.
- Proficiency in Microsoft Office, email, internet, and calendaring applications.
- Excellent verbal and written communication skills.
- Good conflict resolution skills.
- Excellent interpersonal skills with a can do and flexible attitude.
- Ability to work with minimal supervision, multitask, maintain confidentiality, and meet deadlines.
- Ability to maintain professional conduct, attitude and appearance at all times.

### **Special Requirements**

- Must have a valid driver's license and clean DMV record.
- Must be able to obtain background clearance.
- May be required to lift or move up to 50 lbs.



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We are extremely proud of our diverse team and welcome all qualified applicants regardless of race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Job Type: Full-Time  
Pay: \$25.75 per hour