FUNCTION:
The Life Skills Coach is responsible for monitoring the activities of clients to ensure compliance with program guidelines and expectations. He/she is also responsible for ensuring the safety of clients and operation of the housing program. The incumbent reports to the Director of Federal and State Housing Programs.

The Life Skills Coach will provide direct program support and work collaboratively with Case Management staff to ensure successful completion of Individual Service Plan (ISP).

EFFECT ON END RESULTS:
- Ensures a safe, secure and effective program.
- Ensures safety of clients in fire and other emergencies.

PRINCIPLE ACTIVITIES:
Ensure a safe and manageable living environment for Clients. Monitors residential areas, is visible and continuously interacts with clients.
- Assist clients within limits in processing issues and problem-solving.
- Consult with direct supervisor or supervisor on-duty regarding clients’ personal needs, behavior and service planning.
- Supervise program activities and other programming for clients.
- Attend staff meetings and trainings as directed.
- Follow appropriate critical incident protocol and accompanying documentation.
- Maintain a comprehensive and accurate written record of events that occur during shifts, as well as thorough incident reports.
- Collect data using the HMIS database.
- Conduct periodic inspections of the facility and grounds to ensure security of facility.
- Answer telephone and route calls or messages to appropriate staff.
- Respond to in-person and telephone inquiries from the public.
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- Respond appropriately to in-person and telephone inquiries from the public.
- Assist clients with their Activities of Daily Living skills.
- Report on program participant successes and challenges during bi-weekly Housing Team Meetings.
- Act as on-call contact person for property management companies/landlords providing units to program participants to mitigate possible tenant lease violation.
- Work as part of a team, meeting regularly to share information, strategies, mutual support, and ideas with the primary goal to address the long-term needs of homeless individuals including access to and maintaining permanent housing.
  - Be available as resource person at that site.
- Maintain integrity of building, ensure standards of cleanliness and safety of building. Maintain the interior cleanliness and appearance of the office.
- Perform light cleaning duties, such as cleaning floors, cleaning restrooms, and removing trash.
- Monitor security cameras and make security walks around the building regularly.
- Maintain an accurate inventory of supplies and inform supervisor.
- Be available to work weekends, holidays and other shifts as needed.
- Perform other duties assigned.
REQUIREMENTS:
The successful candidate shall possess a B.A. Degree in Human Services or related field; or Associate Degree and at least 2 years’ community based social services experience or other related experience with homeless adults, mentally ill or substance abusers. Requirements include the ability to interact and communicate effectively with others, both orally and in writing. The Resident Monitor must be able to prepare written reports; monitor and direct program activities; and ensure the safety and security of program operations. Knowledge of Word, Excel, and Homeless Management Information System databases is required. The ability to communicate in Spanish, both orally and in writing, is desired. CPR/First Aid Certification must be acquired and maintained once employed.