



**connections**  
FOR THE HOMELESS

2121 Dewey Avenue  
Evanston, IL 60201  
847.475.7070

## JOB DESCRIPTION

### **LIFE SKILLS COORDINATOR – SHELTER PROGRAMS**

FLSA Status: Non-Exempt

**Summary of Position:** The Life Skills Coordinator will utilize a strengths-based, harm reduction focused approach to improve participants' ability to live independently and accomplish daily responsibilities after leaving the shelter.

#### **Specific Duties:**

##### **Supervisory**

- The Life Skills Coordinator will have no direct reports. However, the Life Skills Coordinator will have direct oversight of the Life Skills Program and will delegate tasks to staff in collaboration with the Shelter Supervisor and Manager of shelter programs.
- The Life Skills Coordinator, in partnership with the Behavioral Health Specialist, will oversee group programming including scheduling, implementing life skills groups, and acting as a primary point of contact for volunteers and other agencies providing groups on site
- Oversee weekly room inspections and follow up as needed with support from case management and program operations staff

##### **Program-related**

- Provide one-on-one coaching to participants to improve participants' ability to perform daily responsibilities including but not limited to housekeeping, laundry, and hygiene.
- Proactively collaborate with staff to address any barriers to participants' independence, including providing referrals and support around disordered clutter, squalor, and concerns around the health and safety of the participants' rooms
- Develop and maintain a tenancy skills manual
- Work with agency staff and local community organizations or groups to develop and facilitate life skill group programming that emphasizes housekeeping skills and hygiene, but also may include:

health, financial literacy, food literacy, relationship building, self-esteem, employment skills, and tenant’s rights, etc.

- Work in collaboration with the Manager of Shelter Programs to develop and build positive linkages to like-minded agencies in the community.
- Continually develop a roster of events, in collaboration with the participants and shelter staff, that will engage and attract participants.
- Work with case managers to encourage participant engagement in life skills programming and coordinate related activities at shelter
- Maintain necessary documentation including but not limited to updating client records in a timely manner and entering appropriate data and services into designated systems including HMIS and SmartSheets

#### **General**

- Arrive on time and prepared for shift
- Complete assignments and tasks thoroughly and in a timely manner
- Attend and participate in meetings and trainings as expected and required by the agency, including regular supervision and team meetings; daily check in and debriefs; agency meetings; multi-disciplinary case consultation meetings; and internal and external trainings
- Ensure the maintenance of a clean environment, both in general communal areas and individual participant rooms
- Develop and maintain strong and professional relationships with fellow staff and participants through effective, and cross-functional, communication and collaboration
- Adhere to the Core Values and Code of Conduct for Connections for the Homeless
- Available to work all shifts and holidays as assigned
- Other duties as assigned

#### **The following qualifications are requirements for the position:**

- High school diploma or GED
- Certification in de-escalation training (i.e., CTI; Handle with Care, etc.) or willing to obtain within 30 days of employment

- 1-3 years of professional experience in a behavioral health or social service setting
- Demonstrated skill with de-escalating situations with and between participants
- Computer literacy in Microsoft Word and Excel and in client database usage

**The following qualifications are highly desirable:**

- Self-starter with the ability to multi-task and think creatively
- Previous supervisory experience
- Demonstrated competencies in harm reduction and trauma informed care

**Other requirements:**

- Able to work independently and with diverse populations
- Effective speaking, writing, and interpersonal skills
- Remain on Organization premises during breaks/meal periods and until their replacement arrives, when necessary
- Ability to lift and move up to 50 pounds and stand for extended periods of time
- Must submit to a criminal background check and submit to or provide evidence of a recent test for tuberculosis

**Reports to:** Manager of Shelter Programs  
November, 2022