

DHIC, Inc.
Family Services Coordinator

DHIC, Inc. is a non-profit organization dedicated to strengthening neighborhoods and families in the Research Triangle area of North Carolina. We develop high-quality and attractive rental apartments and homeownership opportunities for families, seniors and other individuals with modest or very limited incomes. Our Homeownership Center offers comprehensive homebuyer education, counseling and access to down payment assistance programs for first-time homebuyers and those who want to better manage their resources and stay in the home they have.

DHIC has been awarded a multi-grant to hire a full-time Family Service Coordinator (FSC) to provide direct support and services to families in the Washington Terrace Community. Programs and services will focus on the areas of: Income & Assets, Children Youth & Education, Housing Stability, Community Engagement, and Health & Wellness. The FSC is a community based position and will be stationed in the Washington Terrace community. The FSC will develop and coordinate linkages to community resources and services and will report directly to the VP of Resource Development and Partnerships. The primary responsibilities of this position include development of individualized Family Support Plans for residents moving to into the Village at Washington Terrace as well collecting, maintaining and reporting out on metrics for the program. The position requires working some evenings and weekends to maximize resident participation.

Duties and Responsibilities

- Establish and maintain a positive work relationship with residents, and a comprehensive understanding of their needs in order to generate appropriate resources and make appropriate referrals
- Collect, track, and report on resident service participation and identified program outcomes including coordination with property management
- Facilitate development and review of individualized Family Support Plans
- Manage Incentivized Participation Program
- Disseminate information related to community resources
- Identify and develop resident leadership
- Educate residents on service availability and referral procedures
- Research, develop, and maintain a network of service providers
- Monitor ongoing provision of services from community partners
- Manage partner relationships
- Collaborate with Property Management staff to meet property needs and support successful tenancies for residents
- Conduct Annual Surveys Participate in evaluation of program goals and objectives and partnerships
- Maintain directory of community resources
- Establish and maintain visibility within the community
- Represent DHIC, Inc. in the surrounding community

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Required Skills and Qualifications

- Minimum Bachelor of Social Work or degree in Psychology or Counseling or a similar field
- Minimum three years of experience in social service delivery with an elderly, youth and/or family population(s). Achievement of an MSW can be substituted for two years of experience
- Demonstrated working knowledge of human and social services and other resources in the Triangle region of NC and/or other counties served by DHIC
- Ability to work independently with accountability
- Strong oral and written communication skills with the ability to conduct formal presentations in multiple settings in front of diverse audiences
- Comfortable working and interacting with diverse individuals from a variety of backgrounds, including children, parents, educators, funders, partners, senior management and volunteers
- Creative thinker with the ability to apply innovative techniques and approaches to service delivery
- Ability to multi-task, work to deadline
- Basic knowledge of qualitative and quantitative evaluation techniques in social service delivery, and data collection, outcome tracking and reporting
- Familiarity with techniques to complete comprehensive needs assessments and individualized service plans
- Demonstrated ability to advocate, organize, problem-solve and provide results.
- Self-motivated yet strong team player
- Experience identifying and cultivating resources to support and sustain service delivery model
- Supervisory experience may be necessary in some situations
- Experience with data tracking software/web applications
- Proficient use of MS Office Suite: Word, Excel, Power Point and Outlook

Certificates, Licenses, Registration

Valid North Carolina driver's license

Physical Demands & Working Environment

The duties of this job are regularly performed in a normal office environment. Periodically, the employee is expected to meet outside the office and coordinate events at other locations. The employee is expected to meet the physical demands to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

How to Apply

Interested professionals should provide their resume and salary history by email only to HR@dhic.org by Friday, February 9, 2018.

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