



JOB TITLE: CoC Crisis Response Administrator

DEPARTMENT: Continuum of Care

REPORTS TO: Vice President of Programs

DIRECTLY SUPERVISES: None

To apply, please send a resume and cover letter to cafthHR@cafth.org with the subject line: CoC Crisis Response Administrator

SALARY: \$50,000

STATUS: Grant Funded for 1 Year with potential to renew

FLSA: Exempt

Location: Currently Hybrid

SUMMARY: The Continuum of Care (CoC) Crisis Response Administrator will report to and partner closely with the Vice President of Programs to administer all aspects of current and future emergency response programs. This includes warming and cooling centers, emergency shelter programs, and other crisis response projects developed to support the Memphis/Shelby County Homeless Consortium.

DUTIES AND RESPONSIBILITIES:

- Provide staff support, technical assistance, and policy guidance to the Memphis/Shelby County Homeless Consortium relating to various crisis response programs.
- Identify gaps, develop and maintain processes for new and existing crisis response programs.
- Engage new partners and maintain existing relationships to enhance collaboration during times of crisis.
- Analyze, evaluate, and interpret all City and County policies regarding crisis response and emergency management plans.
- Explain and educate members of the public on policies and outreach efforts.
- Maintain accurate and timely data on all programs in the Homeless Management Information System (HMIS) database.
- Extract and analyze local data from HMIS and other data sources.
- Manage program budget and provide spending reports.
- Conduct training of relevant staff to ensure effective emergency responses.
- Work with the CoC team to develop applications for funding and assist with monitoring for all relevant grants.

- Develop, write, edit, and/or contribute to needs assessments, reports to funders, and presentations.
- Plan, coordinate, and assist with all annual special events such as Symposium on Ending Homelessness, Project Homeless Connect, Point in Time Count.
- Represent Community Alliance for the Homeless in the community by attending partner meetings and work groups.
- Attend recommended training and conferences to ensure the development of the knowledge base.
- Assist with CAFTH social media presence, including Twitter, Facebook, and CAFTH website.
- Assist with Continuum of Care projects and support the Memphis/ Shelby County Homeless Consortium.
- Perform other related duties as assigned by management.

QUALIFICATIONS:

- Bilingual (Spanish speaking) is preferred.
- Bachelor's Degree (BA) from a four-year college or university preferred in a field of human services, or two years of related experience and/or training, or equivalent combination of education and experience.
- Demonstrated knowledge and passion for working with people with lived experience of homelessness, youth, victims of violence, members of the LGBTQ+ community, youth, and individuals involved with the legal system or with limited English proficiency, preferred.
- Demonstrated knowledge of emergency planning, preparedness and response management at the local level.
- Ability to define problems, collect data, establish facts and draw valid conclusions.
- Requires a valid driver's license with own personal transportation.
- Computer skills required: Proficient in MS Word, Excel, Outlook, Internet Use, and Additional Software, as needed.
- Other skills required:
 - o Demonstrated research ability in identifying, locating, and accessing local, statewide, regional, and national statistics, studies, and research publications on homelessness and related issues, both primary and secondary.
 - o Demonstrated analysis/interpretation of data, statistics, and information resulting from research.
 - o Demonstrated successful grant writing experience to HUD and other Federal Agencies.
 - o Grant administration experience, including familiarity with reading and interpreting Federal regulations and guidelines.
 - o Ability to maintain a positive approach with community partners.

COMPETENCIES:

- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethics; Upholds organizational values.

- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Change Management** - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Design** - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.
- **Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem-solving situations; Uses reason even when dealing with emotional topics.
- **Professionalism** - Tactfully approaches others; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

- **Project Management** - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Quantity** - Meets productivity standards; Completes work on time; Strives to increase productivity; Works quickly.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.