

Title: Resource Coordinator
Position: Full Time Regular Non-Exempt
Supervisor: Executive Director



Position Summary: The Resource Coordinator will respond to calls, texts, and emails from community members, OTN staff, and people who are experiencing homelessness or housing insecurity in order to help them navigate housing and social service resources in Nashville. It is important that the Resource Coordinator reflects the values of OTN through the use of non-judgmental compassion, creative problem solving, crisis intervention, active listening, and trauma-informed care.

Resource Coordination

- Respond to calls and emails from people seeking assistance and other community partners seeking information via OTN's Resource Line.
- Provide information, linkage to services, referrals, crisis intervention and advocacy to assist people in accessing services and resources.
- Collaborate in city-wide winter emergency response efforts by directing people to appropriate shelter locations.
- Engage interns when available for help with projects and providing services
- Regularly update OTN's spreadsheet of low-income housing units with options for permanent and transitional housing, rooming houses, Section 8 properties, halfway houses, etc.
- Coordinate intake and individualized needs assessment for people who are experiencing homelessness or housing insecurity so they can begin to develop a plan that will address barriers to obtain services, housing, and/or perform a referral to relevant agencies.
- Provide/coordinate transportation for our friends to access resources when needed.
- Assist Outreach/Resource Navigators meet service needs including coordination of supply drops
- Contact and develop person-centered rapport with people experiencing homelessness, locating and providing outreach and support for survival, care and resource connection by supporting Outreach/Resource Navigators.
- Identify needs and paths to empower people to begin working towards stabilizing their lives economically, psychologically, and physically.
- Coordinate/conduct winter canvassing and participate in the Annual Point in Time Count coordinated by the Nashville Continuum of Care.
- Serve as the point person for OTN with community groups and supporting congregations as needed.
- Maintains and increases community relationships with housing providers, landlords and social service agencies specializing in homeless and housing services.
- Participates in community homeless and housing initiatives and committees

Data Management

- Manage friend information in OTN database and HMIS: Track individual inputs and outcomes

General Duties:

- Adheres to organizational policies and procedures.
- Participates in Team meetings, collection of data/information, and Quality Improvement Monitoring and Review.
- Provides contributions to social media content as requested
- Support organizational fundraising efforts
- Participates in development and implementation of organizational strategic plans.
- Performs other duties as designated by supervisor or agency leadership

Skills Required

- Direct experience working with people who experience homelessness
- Willingness to embrace interfaith dialogue and diverse constituents
- Proficiency in written, verbal, and interpersonal communication
- Proficiency in basic computer skills and data tracking and management systems
- Self-motivated and organized
- Dedication to working for justice and a sense of guiding care and concern for the unity and well-being of Open Table Nashville

Minimum Qualifications

- Bachelor's degree in human service-related field, two years of direct service with people experiencing homelessness, or one year of pastoral care education, experience, and training; OR, any equivalent combination of experience/education from which comparable knowledge, skills and abilities have been gained
- Alignment with OTN's Mission Statement and Core Values
- Driver's license, clean DMV record, and automobile liability insurance required.

Open Table Nashville is an equal provider of services and an equal opportunity employer--Civil Rights Act of 1964 and Americans with Disabilities Act of 1990.

Posted qualifications serve as a guide for candidate review and are not fixed in stone. Open Table Nashville reserves the right to deviate from posted credentials in determining what combination of candidate education, experience and skills are best suited to a position.