



DOORWAYS **Job Description**

- JOB TITLE:** Comprehensive Flex Housing Program Assistant
- SCOPE:** Full-Time/Non-Exempt
- SUPERVISION:** This position is supervised by the Comprehensive Flex Housing Program Director and works closely with the Emergency Housing Program Director

JOB DESCRIPTION

The Comprehensive Flex Housing Program (CFH) is a Housing First model that provides transitional and permanent supported housing options with comprehensive, person-centered, holistic care to help clients navigate their journey toward independence. The CFH program assistant provides administrative and program support to the CFH Program Team and the Emergency Housing (EH) Program Team. It is expected that the CFH Program Assistant help to promote DOORWAYS Maxims and ideals while providing support to staff and clients of the CFH and EH programs.

MAJOR PROGRAM DUTIES AND RESPONSIBILITIES

- Provide administrative program support for Comprehensive Flexible Housing and Emergency Housing programs.
- Accurately record data in CaseWorthy, and SCOUT data systems; data includes but is not limited to housing and food pantry services rendered, tracking services to clients in CFH & EH, entering payments and payment sources, entering referrals and status updates, and client demographics.
- Foster data quality and completeness by assisting team members with locating missing information and correcting inaccurate/duplicative records.
- Maximize DOORWAYS' participation in St. Louis Continuum of Care Coordinated Entry by managing Prioritization List entries and attending weekly Coordinated Entry Housing Match meetings. This position serves as the point-person for the St. Louis City Coordinated Entry Housing Prioritization List within DOORWAYS, communicating across all programs about leads for program candidates.
- Perform post-program exit follow ups with CFH clients as needed by CFH Care Coordinators.
- Manage CFH/EH supply closet inventory and order supplies as needed.
- Assist in the coordination, communication and scheduling of new CFH program applicants, and assist with readying apartment units for move-ins.
- Assist the CFH Program lead in producing Resident Advocate (RA) schedules and communicate regularly with RAs.
- Manage the Provisions Pantry and serve as liaison to Food Outreach and Provisions Pantry volunteers.



DOORWAYS

- Assist in the coordination of resident activities and meetings for Allen House and Elliott Place Residents.
- Attend and actively engage in staff, team, client and community meetings as directed.
- Complete other duties as assigned.

EDUCATION, KNOWLEDGE, SKILLS & ABILITIES

- High School diploma or equivalent
- Understanding and experience utilizing client tracking software.
- Excellent knowledge of word processing tools and spreadsheets (MS Office Word, Excel, etc.)
- Ability to maintain strict confidentiality and build professional relationships with staff and program clients/residents.
- Fast learner who is challenged by learning new things and seeks to update processes and collaborate with others.
- Ability to work independently and engage supervisor as needed.
- Highly organized, ability to manage multiple responsibilities with tight deadlines and handle full workload to meet proposed deadlines.
- Flexibility and creativity in delivering objectives, ability to adapt and adjust to changing priorities.
- Experience with shelter and housing services, mental health services and substance use disorder services in the community a plus

PHYSICAL REQUIREMENTS

The CFH Program Assistant will conduct a large part of the work sitting and/or standing at a computer and must be able to spend extended periods of time typing and reading at a computer. The position may require lifting, pulling, and/or pushing items in excess of 15 pounds. This position will require walking through the building and engaging staff and clients.

WORKING CONDITIONS

Works in a climate-controlled and well-lighted environment with a smoke-free policy. Works in an office and throughout the building daily. Periodically works off site and attends community meetings.



DOORWAYS
DOORWAYS MAXIMS

We believe in DOORWAYS' mission and build our best practices through mutual respect, support and positive attitudes.

We honor and embrace individual differences in clients, staff and volunteers.

We value teamwork, problem solving, and sustainable solutions.

We practice compassionate listening to understand each person's unique life challenges.

We maintain the highest level of confidentiality in all that we do.

We allow a fresh start each day and strive to be impartial and fair in all our work relationships.

We take pride in ensuring all clients receive Housing, Health & Hope.