

**Job Description:**  
**CES Intake & Housing Coordinator**

**Position Title:** CES Intake & Housing Coordinator  
**Hours:** Full-Time  
**Reports To:** Director of Programs  
**Compensation:** \$23-26/per hour DOE

**Position Summary**

Under the supervision of the Director of Programs, the CES Intake & Housing Coordinator is responsible for overseeing the CES intake and enrollment processes and Time Limited Subsidy (TLS) Program, ensuring a seamless entry for families in need. Acting as the primary point of contact, the Coordinator conducts screenings, manages documentation, and links families to vital resources. This role also supports families transitioning to permanent housing, offering guidance in housing searches, retention, and ongoing support. By building relationships with landlords and partner agencies, the Coordinator ensures families receive individualized assistance fostering long-term housing stability and success.

**Qualifications**

- Bachelor's Degree in Social Services or a related field from an accredited college/university, or 2 years of relevant experience.
- Commitment to the mission and vision of Family Promise of the South Bay.
- Deep understanding of the challenges associated with homelessness, including mental illness, substance abuse, violence, and social isolation.
- Proficiency in engaging participants, establishing rapport, and building supportive relationships.
- Experience in advising participants on personal, economic, emotional, and social issues.
- Familiarity with de-escalation techniques and trauma-informed care.
- Knowledge of community resources available to participants.
- Ability to prepare detailed narrative reports.
- Familiarity with the South Bay community is an advantage.
- Strong organizational skills, with the ability to manage time and responsibilities effectively.
- Ability to work independently while maintaining consistent progress on caseloads.
- Flexibility and adaptability to changing priorities.
- Proficient in Microsoft Office and Google Suite applications.
- Local travel required; must have a reliable vehicle, insurance, a clean driving record, and a current California Driver's License.

## Responsibilities

### **CES Intake/Enrollment- 40%**

- Maintain Family Promise of the South Bay's main phone line for referrals and service requests
- Conduct screenings, assessments, and intake process for families interested in services with FPOSB
- Manage and organize the Interest List and act as the point of contact for families awaiting services
- Complete proper documentation, screenings, and enrollments in a timely manner on all database systems
- Interact and build/maintain rapport with families in a professional matter
- Link families to individualized resources and make referrals to partner agencies
- Collect personal documents and run background checks on families coming into Family Promise of the South Bay's programs
- Assist with the move in process once a family is screened to enter into the shelter program
- Display sensitivity to families cultural backgrounds, beliefs, and socioeconomic characteristics

### **Housing-60%**

- Enroll families that are ready for permanent housing into the Time Limited Subsidy (TLS) Program
- Develop and implement the housing and supportive service plan for families
- Assist families to obtain permanent housing by providing permanent housing location assistance; permanent housing retention services and direct financial assistance to assist families obtain and maintain permanent housing
- Ensure families have the resources needed to secure permanent housing
- Build and maintain a network of landlords, property managers, and property owners
- Enter all client data in Homeless Management Information System (HMIS) in a timely manner
- Conduct mandatory monthly home visits with families enrolled in the TLS Program
- Provide ongoing, individualized support to families enrolled in the TLS Program to ensure long-term housing stability
- Ensure families are equipped with the tools and support needed to maintain stable, permanent housing over the long term
- Work with families to develop strategies for preventing housing crises and resolving conflicts with landlords or housing conditions
- Attend required trainings regarding the Homeless Management Information System (HMIS) in order to enter information as needed
- Other duties as assigned

## **Accountability and Review**

3-month probationary period with a performance review, followed by annual evaluations.

## **Physical Demands, Environmental Conditions, Equipment**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disability to perform the essential job functions. Employee is required to: walk and climb stairs; reach with hands and arms; be mobile by moving oneself from place to place quickly and easily; carry and lift; climb hills; bend, stoop or kneel; operate a computer keyboard; able to complete all forms in personal writing; make and receive telephone calls; use copier. Employees will be subjected to outside environmental conditions while conducting various levels of outreach to unhoused neighbors.

## **Equal Employment Opportunities (EEO)**

FPOSB provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, FPOSB complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

## **Schedule Expectations**

Flexible hours dependent upon guest schedules and programming. Position may require evening hours and weekend availability to be arranged to meet guests' needs and that of the overall program.

## **What We Offer**

In addition to a rewarding and flexible work environment, we offer our full-time employees a competitive benefits package that includes medical, dental and vision coverage, vacation and sick time, and paid holidays.

## **Contact us to Apply**

Please email your cover letter and resume to:  
[lina@familypromiseosb.org](mailto:lina@familypromiseosb.org)

## **DISCLAIMER**

Family Promise of the South Bay reserves the right to modify, interpret, or apply this job description as needed to meet the needs of the agency. This job description in no way implies that these are the only duties, including essential duties, to be performed by the employee occupying this



2930 El Dorado  
St. Torrance, CA  
90503  
310-782-8196

position. This job description is not an employment contract, implied or otherwise. The employment relationship remains at-will. These job requirements are subject to change to reasonably accommodate qualified individuals with disabilities.