



**SITKA
HOMELESS
COALITION**

Position: Services Coordinator

Location: 401 Jarvis St. Sitka, AK 99835 (primary)

Employment Type: Full-Time, Non-Exempt (40 hours/week)

Salary Range: \$27.50/hour

Benefits: Paid Time Off, Paid Holidays (14/calendar year), Annual Cost of Living Increase

Reports To: Program Director

About the Sitka Homeless Coalition

The Sitka Homeless Coalition's Mission is to promote safe, secure housing for all, and to strengthen support services in collaboration with a strong network of partners to build an overall culture of care, health, dignity, and belonging in our community. We operate multiple, year-round and seasonal programs including: Showers and Laundry, Dinner, Office Hours, Emergency Winter Shelter, and Permanent Supportive Housing.

Position Overview

The Services Coordinator directly engages with tenants and clients of SHC, providing safe, respectful, and helpful presence for both *Hitx'i Saani* residents and community members seeking housing help. This role combines resident support, outreach, and service coordination. You'll help people set goals, overcome barriers, and navigate systems, from applying for housing to scheduling a doctor's appointment.

This is a hands-on, people-centered position. We're looking for someone who is approachable, resourceful, compassionate, and comfortable working with folks from all walks of life.

For Hitx'i Saani Residents

- Foster a safe, respectful, and welcoming community.
- Conduct regular check-ins and inspections. Help residents maintain housing, connect with services, and identify and achieve their goals.
- Assists clients in navigating systems and programs that may lead to their success (doctor's appointments, treatment programs, SNAP, SSI).
- Step in to help prevent or de-escalate crises when needed using appropriate trauma-informed techniques.

For the Broader Community

- Hold Office Hours for those seeking housing and related support.
 - Meet and maintain connection with drop-in clients and their goals.
 - Connect clients with resources (housing vouchers, rental applications, SNAP, SSI,

- treatment services, etc.).
 - Conduct outreach to individuals who might benefit from SHC services.
- Assist with programs at various locations (laundry center, library, grocery store, etc.)
- With assistance/oversight from the Program Director, organize and coordinate events/programs for SHC tenants and clients based on needs (i.e. Food Security: gardening, processing fish/meat, how to use an oven, etc.)

Coordination and Administration

- Accurately obtain and maintain up to date client information (intake and program forms).
- Keep accurate records for the Homeless Management Information System (HMIS) and other databases
- Attend Coordinated Entry meetings
- Work with local service providers to reduce barriers for clients

Desired Background and Qualifications

- Experience with homelessness alleviation, housing programs, mental health, or social services.
- Ability to work with individuals in crisis.
- Valid driver's license/ability to assist in transporting clients
- 2+ years of experience working with underserved populations
- Knowledge around substance abuse and mental health
- Experience in crisis management
- Paperwork processing and computer skills

Attitudes, Values, and Competencies

- Profound respect and compassion for all people
- Ability to hold healthy boundaries with clients
- Strong organizational skills
- Ability to problem solve
- Ability to work independently and with others

Schedule and Work Environment

- Monday - Friday 9:00am - 5:00pm
- Based primarily at Hitx'i Saani and SHC's office
- In-person client work is the bulk of the role

How to Apply

Email your resume, 2 references, and a short statement (1-2 paragraphs) about your interest in this position to admin@sheltersitka.org with the subject line "Services Coordinator Application – [Your Name]." Applications will be reviewed as they come in.

Equal Employment Opportunity

The Sitka Homeless Coalition is committed to a diverse and inclusive workplace. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. All individuals interested in this position are encouraged to apply.