



HOUSING STABILITY COACH

Department:	Program	Job Status:	Full-time
FLSA Status:	Exempt	Reports To:	Prevention Program Manager
Work Schedule:	M–F; some evenings	Positions Supervised:	None
Effective Date:	10/1/2026	Last Revision Date:	8/18/2026

POSITION SUMMARY

The Housing Stability Coach works with families with minor children who are at risk of homelessness, including those who are doubled up, behind on rent, in overcrowded or unsafe housing, or otherwise on the brink of housing loss. Using a strengths-based, family-centered coaching approach grounded in motivational interviewing and trauma-informed care, the Housing Stability Coach helps families stabilize their current housing, access resources, increase connections to formal and informal support networks, increase household income and benefits, and avoid entering the homelessness service system. This role is ideal for someone who builds trust easily, believes families are experts in their own lives, and enjoys helping people turn challenging circumstances into practical next steps.

ROLES AND RESPONSIBILITIES

- Provide holistic, family-centered coaching to families at risk of homelessness, including: intake review, standardized needs assessment, goal setting, individualized stabilization plans, weekly check-ins, progress monitoring, and warm referrals.
- Maintain regular contact with families based on individual needs and program requirements, including scheduled coaching sessions, progress check-ins, and follow-up, interacting through a trauma-informed, strengths-based coaching framework.
- Connect families to resources that stabilize housing, including rental assistance, utility assistance, legal aid for eviction prevention, landlord mediation, public benefits, transportation, and short-term childcare.
- Use creative problem-solving and housing-focused strategies to help families resolve immediate threats to housing stability, including landlord concerns, rent or utility arrears, household conflict, and other barriers that may lead to displacement.
- Partner with families to identify their own goals, strengths, barriers, and solutions, using motivational interviewing and other person-centered coaching strategies to build confidence and support long-term housing stability.
- Coordinate with the Housing Specialists when prevention efforts indicate the family will need to relocate.
- Coordinate with internal Safe Haven program support staff to connect families to needed resources and supports.

- Administer standardized assessments at intake, every six months, and at exit to understand family needs, strengths, and progress over time.
- Approve and document grant-funded flexible assistance (rent, utilities, childcare, transportation, work supports) in compliance with program eligibility and funding requirements.
- Enter accurate, complete data for all contacts with families into client information and case-management systems where applicable.
- Provide all required documentation in a timely manner, including case notes, follow-ups, outcomes, and assessments.
- Demonstrate sound judgment, professional boundaries, accountability, and a nonjudgmental approach while working independently and collaboratively.
- Work in a variety of settings with culturally diverse families, communicating in culturally sensitive and appropriate ways.
- Transport families to and from resources or activities as needed, using agency-provided vehicles.
- Participate in regular staff meetings, training, and supervision.
- Maintain confidentiality when dealing with sensitive client information.
- Adhere to agency policy, procedures, and the professional code of ethics.
- Other duties as assigned.

MINIMUM REQUIREMENTS

- Must meet Safe Haven's core values: strive for excellence, serve with compassion, never stop learning, embrace inclusion, cultivate collaboration, communicate with integrity.
- Bachelor's degree in Social Work or related field preferred; comparable field experience considered.
- One to three years of experience in social services, case management, coaching, or family-facing roles.
- Training in or familiarity with Trauma Informed Care and Motivational Interviewing strongly preferred.
- Experience with crisis intervention, conflict resolution, de-escalation, or trauma-informed service delivery preferred.
- Knowledge of community resources and homelessness prevention practices strongly preferred.
- Strong interpersonal skills with the ability to build trust quickly with families in vulnerable situations.
- Ability to remain calm, compassionate, solution-focused, and boundaried while supporting families experiencing crisis, uncertainty, or significant stress.
- Strong organizational and time-management skills with the ability to maintain timely, accurate documentation while managing multiple families and priorities.
- Valid driver's license and clean motor vehicle record required.
- Proficient in Microsoft Office; Salesforce and HMIS experience preferred (training provided).
- Bilingual (English/Spanish) strongly preferred.

PHYSICAL DEMANDS / WORK ENVIRONMENT

- Work Environment: Office, Community Services Hub, and out in community.
- Must be able to sit/stand for 8 hours.
- Walking, bending, lifting up to 25 lbs.
- Must be able to travel to community service providers, housing and property, and to families in need.
- Ability to drive agency vehicles including 15-passenger van.

SALARY / BENEFITS

Starting salary, commensurate with experience and education: \$44,000–\$48,000

Benefits:

- 100% Employer-paid health and dental for individuals
- Additional discounted family coverage available as well
- 18 PTO Days plus 8 sabbatical days annually
- 14 Paid Holidays annually plus 4 floating holidays
- Paid parental/family leave
- 401K Plan (with 5% employer match)
- Employer paid short-term and long-term disability
- Flexible Spending Account options
- Voluntary vision and life insurance

APPLICATION INSTRUCTIONS

If you are interested in this role, please submit an application on our website: [Safe Haven Family Shelter Jobs](#)