



Job Title:	SOAR Lead & Outreach Coordinator
Department/Group:	System Advancement
Reports to:	Coordinated Entry Manager
Annual Salary:	Starting at \$49,500

Position Summary:

The SOAR Lead position is instrumental in overseeing and coordinating community programs and services to address homelessness and housing instability in San Antonio/Bexar County. This position aligns the work of community partners to ensure effective coordination of Coordinated Entry, SOAR (SSI/SSDI Outreach, Access, & Recovery), Street Outreach Initiatives, Housing Navigation, and policy and procedure development. SOAR Lead & Coordinator works closely with partner organizations, government agencies, and community stakeholders to streamline access to housing and supportive services for individuals experiencing and at risk of homelessness.

This job might be for you if you are:

- Someone who thrives in a mission-driven, collaborative, transparent, flexible, and inclusive environment.
- Someone passionate about systems change and/or ending homelessness with the assistance of data-informed problem-solving.
- A critical thinker who can structure and analyze various outcome and system frameworks.
- A team-oriented person with an enthusiasm for learning.
- Someone who enjoys leading collaborative problem-solving efforts.
- A strong relationship manager who can maneuver successfully in a fast-paced environment with competing priorities.

Essential Duties and Responsibilities:

- Serve as Local SOAR lead liaison by participating in national training and information sharing to ensure local alignment with national goals and objectives and becoming a SOAR subject matter expert.



- Collaborate with community providers and local Social Security Administration (SSA) and Department of Disability Services (DDS) contacts to plan, implement, and support local SOAR initiatives.
- Oversight and ongoing development of the coordinated SOAR & Housing Navigation Community program, including referrals and community case management, ensuring timely and accurate submission of SSI/SSDI applications and/or streamlining of services for eligible clients.
- Establish relationships with all San Antonio and Bexar County SOAR providers.
- Foster partnerships with local government agencies, emergency shelters, healthcare providers, and other relevant organizations to strengthen the support network for clients.
- As SOAR Lead, meet with community SOAR case managers to support and monitor their case management efforts.
- Develop and implement bi-weekly SOAR & Navigation partner meetings to ensure coordination, case conferencing, support, training, and resource sharing.
- In collaboration with community partners, develop and implement strategies to improve the effectiveness of Homelink, the local Coordinated Entry System, particularly through Street Outreach and Emergency Shelter coordination.
- Review and update Homelink policies to ensure compliance with local and federal regulations and best practices.
- Ensure compliance with HUD CE Standards and provide the data/project information needed for an annual evaluation.
- Ongoing monitoring of performance data, in coordination with the Data & Performance Analyst, on a monthly and quarterly basis.
- All other duties as assigned.

Education and Experience:

- **Bachelor's degree** in social sciences, statistics, human services, public administration, or relevant field required. Lived expertise in homelessness or housing insecurity may be substituted for educational requirements with demonstrated experience in the field and skill set. A Master's degree or intent to pursue a related field is preferred.

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- **Two (2) – five (5) years of experience** in continuous quality improvement, human service administration, outcome measurement, program monitoring and evaluation, and/or applied statistics required.

Knowledge, Skills, and Abilities:

- Proficiency with the standard Microsoft Office Suite, with intermediate skills in Outlook, Word, PowerPoint, and Excel, is required
- Advanced project and time management skills.
- Experience with federal grants, Continuum of Care (CoC) policies and practices, or systems change is highly desirable.
- SOAR Certification and experience is highly desirable.
- Knowledge of SOAR and homeless service coordination best practices is preferred.
- Knowledge of the local homeless response system or HUD Housing programs is preferred.
- Excellent interpersonal and communication skills.
- Proficiency in data management and reporting.
- Data input and reporting experience within a Homeless Management Information System or relational database (HMIS) is preferred.
- Ability to lead a diverse group of stakeholders and willingness to continuously develop facilitation skills.
- Strong time and project management skills and the ability to multi-task, prioritize, and exercise sound judgment in a fast-paced environment.
- Competency in problem-solving and critical/strategic thinking to develop creative solutions to complex problems. Ability and desire to investigate issues.
- Develop and maintain harmonious relationships with key stakeholders to ensure positive and productive program outcomes for clients and partner agencies.
- Excellent writing skills for updating and editing policies.
- Commitment to CTH's mission and values.

Position Details:

The SOAR Lead and Coordinator is a regular, full-time, non-exempt, benefits-eligible position. The annual salary starts at \$49,500, with a preferred start date of March 4th, 2024. Close to Home staff can work remotely, but regular in-person meetings are required. The first month of employment is generally office-based to assist with



onboarding. Close to Home's main office is located at 4100 E. Piedras, Suite 105, San Antonio, TX 78228.

Current Full-Time Employee Benefits

- **Medical, Dental, and Vision Insurance:** Close to Home offers competitive health care coverage, including a \$600 monthly employer contribution toward medical, dental, or vision premiums, as well as a \$300 monthly employer contribution toward dependent coverage. Eligibility begins on the first of the month following the date of hire.
- **Disability and Life Insurance:** Close to Home provides voluntary short-term disability and employer-sponsored life insurance of \$20,000, with additional insurance coverage available as employee-paid options.
- **403(b) Retirement Plan:** Close to Home provides Team Members with a 403(b) Retirement Plan and an employer contribution match.
- **Paid Holidays:** Close to Home currently provides Team Members with 15 paid holidays each year, including a floating holiday during your birthday month!
- **Paid Time Off (PTO):** Full-time employees begin accruing PTO immediately upon hire. Accrual rates increase with years of service, and up to 160 hours can be rolled over year-to-year.
- **Personal and Family Leave:** Close to Home allows up to 12 weeks of personal or family leave in a rolling 12-month period, including four weeks of paid leave after one year of employment.
- **Flexibility:** Close to Home offers employees the flexibility to work in-office or from home daily. However, in-person meetings and on-site presentations are required. General Close to Home Office Hours of Operation are Monday – Friday, with start times ranging from 7:00a – 9:00a, depending on employee availability and preference.

Vehicle/Licenses:

Must have daily use of a vehicle without prior notice. Must maintain current registration and automobile liability insurance in compliance with Texas Law that allows personal vehicle use for work purposes. Mileage reimbursement is provided.

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Physical Requirements:

Physical requirements include occasional lifting/carrying of 10 pounds, maneuvering in public spaces, visual acuity, speech and hearing, hand and eye coordination, and manual dexterity necessary to operate a computer keyboard and essential office equipment. Subject to sitting, standing, reaching, walking, twisting, and kneeling to perform the essential functions. Working conditions are primarily inside an office environment or field environment.

THE EXECUTIVE DIRECTOR MUST APPROVE EXCEPTIONS TO THESE CRITERIA

Disclaimer: Nothing in the job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time, for any reason.

Application Details:

To apply for this position, please submit your cover letter and résumé to hello@closetohomesa.org with the subject line “SOAR Lead & Coordinator.” Applications will be reviewed on a rolling basis until the position is filled. Close to Home is a 501(c)(3) nonprofit with a mission to ensure everyone has a place to call home in San Antonio and Bexar County. For more information about our organization, visit our website at closetohomesa.org.

Employee Signature:		Date:	
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Close to Home is an equal opportunity employer and affords equal opportunity to all applicants for all positions regardless of race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

About Close to Home: *Close to Home exists to ensure everyone has a place to call home in San Antonio and Bexar County. As the region’s Continuum of Care (CoC) lead agency, Close to Home secures and distributes funding for direct service providers in the housing and homeless community and provides guidance to improve policies and programs. We accomplish our mission by strengthening our coordinated system of care, promoting sustainable strategies, focusing on measurable impact,*



and advocating for people experiencing homelessness. For more information, visit closetohomesa.org.

Our Values:

*We are **Empowering Partners**. We meet people where they are, lead with trust, embrace differences, and elevate strengths.*

*We are **Relentless Learners**. We embrace optimism and innovation and dig deep to understand and solve problems.*

*We are **Resourceful Problem Solvers**. We strive to be subject matter experts and recognize setbacks as opportunities for growth.*

*We are **Systems Leaders**. We cultivate collaboration and nurture the health of the whole.*

*We are **All In**. We go "all in" to end homelessness while supporting each other and our community.*