



**Position:** Coordinator, Consumer Engagement  
**Status:** Exempt/Fulltime  
**Supervisor:** Director, Development & Communications

**Join the work to end homelessness in Metro Denver! The Metro Denver Homeless Initiative (MDHI) is a non-profit organization with over 20 years of leadership in addressing homelessness in the seven-county region. We're seeking the right person who will increase and advance the inclusion of People with Lived Experience of Homelessness in the following areas: Lived Experience Advisory Board (LEAB), Youth Action Board (YAB), VISTA, strategic planning, process improvement and program monitoring.**

MDHI is an organization that values diversity and we encourage people from all backgrounds to join our team. As an employer we are committed to ensuring equity is applied to all employment policies, procedures, and decisions. This is consistent with the MDHI's goal of achieving and ensuring diversity in the workplace and equity within the Metro Denver Continuum of Care.

**Areas of responsibility:**

Lived Experience Advisory Board (LEAB) & Youth Action Board (YAB; 55%)

*Committee Management*

- Serve as the MDHI staff lead for MDHI's LEAB, YAB, and Coordinating Committee
- Work with committee chair(s) to build agendas, and manage workgroups
- Assist with facilitation, convening, recruitment, maintaining and posting notes and calendar updates to ensure robust committee participation
- Work with MDHI finance team to oversee LEAB and YAB budget, coordinate stipends and other associated costs, and to maintain records for these costs

*Advocacy*

- Ensure that priorities and concerns raised by the LEAB and YAB are brought to MDHI leadership and staff
- Present CoC data, issues, and plans to the LEAB and YAB to inform their priorities and advisement to MDHI
- Ensure that the committees advance racial equity in their work
- Manage data requests from the LEAB and YAB

### *Clinical*

- Establish and support a trauma informed set of practices and group norms that foster a culture of acceptance and respect for all group members.
- Maintain individual contact with LEAB and YAB members to ensure essential supports and resources are available.
- As needed, provide (as appropriate) housing, behavioral health, employment and basic needs supports and interventions for LEAB and YAB members

### VISTA (15%)

- Complete annual VISTA grant application to the Corporation for National and Community Service (CNCS), oversee project performance measures, and submit grant reports
- Act as VISTA Coordinator for approximately 4-6 VISTA project sites throughout the region
- Coordinate with regional partners to identify sites and placement opportunities for VISTA participants
- Coordinate VISTA recruitment process and conduct interviews with VISTA applicants
- Provide initial orientation for new VISTAs and new on-site supervisors
- Support VISTAs in the program by facilitating regular individual check ins and monthly group meetings
- Support VISTA site supervisors by conducting periodic check ins and providing technical assistance upon request
- Collect and review monthly VISTA work logs
- Collaborate with the regional CNCS staff on requirements of the program, placements, and monitoring of performance measures
- Ensure program requirements with all CNCS VISTA requirements

### Strategic Planning, Process Improvement & Program Monitoring (30%)

#### *Strategy*

- Ensure that the priorities, needs and insights of the LEAB and YAB are integrated into CoC strategy and tactics

#### *Process Improvement*

- Work directly with MDHI leadership to advocate for PLEH driven innovation

#### *Monitoring*

- Serve as the Voice of the client during CoC program monitoring reviews
- Work directly with CoC program participants to understand their level of satisfaction regarding housing and services

#### Other duties:

- Be the point of contact for people seeking information, guidance and referrals for homeless services in the Metro Denver Region
- Complete other duties as assigned

### **Qualifications and Skills:**

#### Required

- Understanding of systemic causes of homelessness through a JEDI (Justice, Equity , Diversity and Inclusion) lens

- Master's degree in Social Work or Clinical/Counseling Psychology
- Minimum 3+ years' experience working in homeless services, behavioral health, child welfare or related human services (relevant training and in-service hours can be applied)

#### Highly Desired

- Lived experience of homelessness
- Specific training and demonstrated competence in any of the following:
  - Trauma-Informed Care
  - Group Facilitation
  - Cultural Competence for working with individuals and families from marginalized backgrounds
  - Motivational Interviewing

#### Preferred

- Excellent written and verbal communications skills
- Bilingual/bicultural Spanish speaker
- Demonstrated leadership in community programs
- Experienced in developing and maintaining effective collaborative relationships with colleagues, partners and clients

#### **Benefits**

MDHI offers an excellent benefit package, including:

- A competitive salary
- Employer paid health medical, dental, and vision insurance at 100%
- Generous paid time off
- Life insurance
- 403(b) retirement plan
- A flexible work environment

***Interested candidates should submit a cover letter and resume to: [careers@mdhi.org](mailto:careers@mdhi.org).***

*The Metro Denver Homeless Initiative (MDHI) is a 501(c)(3) that serves as the Continuum-of Care for over 150 local agencies, faith-based organizations, and government programs in the seven-county metropolitan Denver community, and is committed to leading and advancing collaboration to end homelessness in the region. MDHI and its Board of Directors are committed to building and maintaining a diverse membership and leadership to better represent the communities we serve.*

