

# Support Services Coordinator

**Department:** Support Services  
**Status:** Exempt, Regular Full-Time  
**Reports To:** Director of Support Services  
**Date Updated** 01/01/2022



## Job Summary

Responsible for assuring that residents are linked to the specific supportive services and resources they need to continue living independently, achieve the goal of retaining occupancy, and contributing to the residents' self-sufficiency to act as a positive role model by partnering with residents to develop activities and services which empowers residents to self-sufficiency. This position works with residents to identify their skills and abilities in promoting optimal personal growth resulting in the elimination of the cycle of homelessness following the Housing First model ensuring that supportive housing tenants are not subject to conditions of tenancy exceeding that of a normal leaseholder, including participation in treatment or other services. Following the guidelines as set forth in the HUD Continuum of Care (COC) program regulations 24 CFR 578.

## Primary Responsibilities

- Assist residents in identifying and applying knowledge, skills and behavior related to maintaining permanent housing.
- Effectively responding to and managing crisis situations, which may include client physical aggression, utilizing prescribed verbal intervention or physical management techniques
- In conjunction with residents, work with interdisciplinary team of service providers and partnering agencies to increase communication, set and monitor goals, evaluate outcomes and adapt approach as necessary. Schedule and attend case conferences as appropriate.
- Provide case management, to include intakes, referral services, evaluation of health, psychological and social needs, development of individually tailored case plan for services and periodic re-assessment of the resident's situation.
- Work positively with a blended management team to ensure building standards are consistently met. Assisting clients in maintaining a safe, healthy and clean-living environment, as needed Ensuring residents are following the guidelines for housekeeping, cleanliness and pest control protocols.
- Educate residents on available services, application procedures, client rights, etc., providing advocacy as necessary. Refer residents to the appropriate agency.
- Provide program support by organizing support programs with community organizations, assisting residents in building an informal support network, coordinating and / or providing training to residents in the obligations of tenancy.
- Communicate issues promptly to the Director of Support Services
  
- Develop and implement a comprehensive resident services, education, and life enrichment program. Oversee the development and implementation of resident activities and events. Create a monthly calendar of events.
  
- Work with Grant and Advancement Manager to assist with community outreach initiatives with organizations that can assist our residents in becoming self-sufficient.
  
- Perform assessments, care plans and interviews with residents. .Follow up on all services at and after implementation.
- Provide task instruction to interns and oversee specific interns assigned to the location based on university requirements

- Ensure incident reporting and follow-up is completed following Partner's incident reporting policy.
- Demonstrate/maintain professional internal and external relationships, cooperation and partnership with all Partners in Housing employees, supervisors and individuals.
- Participate in continual process improvement to promote organizational development.
- Keep proper and timely records/statistics on activities, including hardcopy file and electronic entry in Client Track. (Quarterly and annual reports with match letters are part of this process).
- Attend all required training and staff meetings to ensure individual and professional growth.
- Maintain community room space, pantry space and computer lab space.
- Be available after hours for emergency calls regarding caseload.
- Assist residents in finding appropriate transportation to attend community activities, medical appointments, and food pantry or to meet their needs.
- Carry caseload as assigned (this may include multiple locations).
- Conduct home inspections with property management staff.

### **Minimum Qualifications**

- Bachelor of Social Work, Gerontology, Psychology, or Counseling; or equivalent combination of education, training and experience if no degree, must have a minimum of two (2) years of experience working with homeless persons and/or low income persons.
- If the candidate has a Bachelor or Master's degree in the field, prefer a minimum of 2 years' experience working with homeless and/or low income persons.
- Possess valid Indiana driver's license and current auto insurance.

### **Competencies**

- To have an understanding, appreciation and commitment to the mission and philosophy of Partners in Housing.
- Utilize strong, clear verbal and written communication skills.
- Utilize above basic computer skills.
- Utilize above basic math and analytical skills.
- Have a clear understanding and respect for formerly homeless persons and individuals facing barriers
- Practice professional, respectful and discrete behavior.
- Clear ethical boundaries including respect for resident confidentiality.
- Demonstrate the ability to promote and work effectively with diverse populations.
- Consistent attendance and the ability to independently manage a work schedule
- Demonstrated ability to advocate, organize, problem-solve, and provide results for the residents served.

### **Environment/Physical Demands**

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

The duties of this position are usually performed in an office setting. The employee may be exposed to fluctuating outdoor temperatures and other weather conditions while moving from one location on the property to another or moving from one property to another. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand, walk, climb stairs, sit and use hands to finger, handle, or feel. The employee is occasionally required to reach with hands and arms; balance and stoop, kneel, crouch or crawl.

*(Note: This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, Management reserves the right to revise the job or to require that other or different tasks be*

performed when circumstances change (e.g., emergencies, changes in personnel workload, rush jobs, or technological developments).

## **Performance Standards**

1. Comply with the *National Association of Social Workers Code of Ethics*.
2. Initial assessments are conducted on each new COC resident within two working days.
3. Weekly filing of attendance and documentation of each group activity in resident record 100% of the time.
4. Each client has an individual client session at least one time per month.
5. Resident Life Skills groups are conducted a minimum of once per month per assigned property.
6. Within 90 days of entering the COC program, 100% of NEW RESIDENTS eligible for employment will have a resume that accurately reflects their skills and experiences.
7. Provide comprehensive annual plan for resident self-sufficiency in alignment with corporate mission and support service plan by the end of the last quarter of each calendar year.
8. Client Track entries made within 2 days of the occurrence.
9. Maintain relationship with existing referral agencies by contacting them on a quarterly basis.
10. There will be a minimum of 6 building activities per month in each eligible building.
11. Maintain communication and coordinate resident services with in-house, intern and property management staff 100% of the time.
12. Maintain a professional demeanor, appearance, and boundaries with residents, staff and vendor contacts 100% of the time.
13. In order to support and promote the agency and its mission, must attend 2-4 fundraising activities and events per year.