

## Appendix J: Service Coordinator Job Description

### **Job Title:**

Family Supportive Housing Service Coordinator

### **Position Summary:**

The FSH Service Coordinator is an experienced professional who will work intensively with individuals and families who are facing the risk of homelessness or are currently homeless by providing housing case management and coordination of services. The role of the FSH Service Coordinator is to work collaboratively with agencies and community partners to provide resources and support to FSH clients to ensure the acquisition of life skills and access to resources that will lead to permanent housing and a positive quality of life.

### **Desired Qualifications for Knowledge/Experience:**

- Bachelor's Degree in Education, Human Services, Counseling or a related field. Four years of relevant experience may be substituted for a bachelor's degree.
- Knowledge of risk factors associated with domestic and sexual violence and their relationship to homelessness, as well as knowledge and experience working with issues of poverty and substance abuse.
- Experience working in home or community settings with families and children, experience with home visiting preferred.
- Experience working with families with complex needs.
- Knowledge of resources in the community along with ability to teach simple life skills, including budgeting, healthy eating, and personal safety skills.
- Demonstrated ability to work effectively as part of a team.
- Ability to work with a wide range of people, including professionals and consumers, while maintaining an awareness of everyone's needs and strengths.
- Must be detailed oriented and be able to maintain accurate records and prepare comprehensive progress reports, as well as develop and track self-identified goals.
- A demonstrated commitment to a strengths-based intervention practice.
- Must demonstrate the highest ethical standards and be able to effectively communicate the goals of the Family Supportive Housing Program and the collaboration with grant partners.
- Must display caring, respect, resilience, a willingness to adapt to change, and excellent interpersonal skills.
- Familiarity with regulations, laws, and procedures of the Vermont Agency of Human Services preferred.
- Must hold a valid Vermont driver's license.
- Ability to pass any required background checks.

### **Essential Functions:**

- Manage between 12 and 15 clients as part of the caseload.

- Regularly meet with clients both inside and outside of the office to assess housing needs and complete intake, following grant protocol guidelines.
- Provide training and referrals to clients regarding financial empowerment, life skills, tenant education, parent and child resiliency, and support towards addiction recovery.
- Assist clients in the preparation of Individual Service Plans (ISP) to determine their goals and assist with self-advocacy with relation to housing and family services.
- Engage in advocacy and collaboration with agencies on behalf of families.
- Coordinate parent/child education with a Strengthening Families framework and support the development of family protective factors.
- Coordinate various plans among appropriate community partners, particularly in the areas Family Services, Reach-Up, and employment related supports. Engage in general advocacy with a focus on the goal of successfully obtaining permanent and safe housing for clients.
- Develop opportunities for employment for FSH participants in collaboration with the local employment consultants and job coaches.
- Identify and access additional appropriate resources for families that have not yet been utilized.
- Attend all mandated training, and be available for additional training opportunities as identified supervisor.
- Work collaboratively as part of a Team.
- Perform any other duties as specified under the mandates of the FSH grant.

#### Administrative Duties:

- Maintain appropriate records as needed.
- Data entry and preparation of reports as assigned.
- Review and development of needed additional programs.
- Attend local and state housing coalition meetings, and other meetings as assigned.
- Perform any additional administrative or other duties as needed.
- Maintain confidentiality consistent with the Agency's policies and the law.
- Attends Agency events, public awareness activities, education sessions, and fundraising events as workload allows.