



EMPLOYEE NAME			
FLSA STATUS	EXEMPT	STATUS	FULL-TIME

SUMMARY

The purpose of the position’s role is to act as the service coordinator for participants in the MAP HUD CoC permanent supportive housing projects owned and/or operated by MAP. This position will report directly to the Clinical and Administrative Housing Supports Team Leaders.

EDUCATIONAL REQUIREMENTS

- Bachelor’s degree in social services, human services or related field (required)
- Master’s degree in social services, human services or related field (preferred)

EXPERIENCE REQUIREMENTS

- At least 1 year of experience working with persons experiencing the following: chemical dependency, homelessness, and psychiatric disabilities (required)

ADDITIONAL REQUIREMENTS

- Valid Michigan Driver’s License

KNOWLEDGE

- Knowledge of how to conduct comprehensive assessments to understand clients' needs and developing appropriate intervention plans
- Knowledge of a variety of counseling techniques and interventions tailored to the needs of the client, such as individual therapy, group therapy, and crisis intervention
- Knowledge of human development across the lifespan, including physical, cognitive, emotional, and social development
- Awareness and appreciation of cultural diversity, and the ability to work with individuals from different cultural backgrounds, understanding the impact of culture on individuals and communities
- Knowledge of case management principles and practices; including coordinating services, resources, and support
- Knowledge of how to advocate for client rights and access to resources
- Knowledge of how to maintain accurate and confidential client records in compliance with legal and ethical standards
- Awareness of the impact of trauma on individuals and communities and trauma-informed care
- Knowledge of how to maintain appropriate professional boundaries with clients
- Knowledge of how and ability to engage in crisis intervention, including risk assessment and management, and the ability to work effectively with clients in acute distress
- Knowledge of community resources, including understanding of needs for homeless populations

REQUIRED ABILITIES

- | | | |
|-------------------------------------|---------------------|----------------------------|
| ▪ Act independently | ▪ Concentrate | ▪ Motivate self and others |
| ▪ Analyze situations | ▪ Empathize | ▪ Multi-task |
| ▪ Attend to details | ▪ Identify problems | ▪ Organize |
| ▪ Communicate verbally & in writing | ▪ Initiate | ▪ Problem-solve |
| | ▪ Manage pressure | ▪ Think creatively |

REQUIRED SKILLS

- Effectively prioritize multiple tasks
- Actively listen to fully understand circumstances
- Collaborate with others to maximize innovation and effectiveness
- Consider multiple costs and benefits when problem-solving to arrive at the most effective decision
- Focus on details to reduce errors and increase efficiency
- Manage time effectively to ensure all work is completed timely and effectively
- Organize work to maximize productivity
- Plan work projects to ensure efficiency
- Use empathy to understand the point of view of others
- Respond effectively to sensitive inquiries or complaints
- Exercise tact, discretion, and diplomacy

SUPERVISORY RESPONSIBILITIES

- NONE

REPORTS TO

- CLINICAL AND ADMINISTRATIVE HOUSING SUPPORTS TEAM LEADERS

ESSENTIAL JOB FUNCTIONS**CLINICAL SERVICES**

- Provide individual and group clinical services to residents with the aim of creating a community that supports recovery from homelessness
- Directly supports participants in their own homes
- Drives participants as needed to appointments, etc.
- Provides hands-on assistance with moving participants into housing
- Provide crisis intervention as needed
- Assist participants in developing life skills to include basic tenant rights and responsibilities to maintain rented unit, budgeting and financial literacy support, and self-care plans
- Mediate interpersonal issues among residents
- Works directly with participants who have mental health related issues, substance use issues, and may work with participants who have a criminal background

COORDINATION

- Provide service coordination for assigned participants as defined by a participant centered action plan
- Assist participants to secure entitlements, recommending payee services where needed
- Assist participants with accessing community support services such as medical, mental health, substance abuse
- Work with participants and property owners to create eviction prevention plans in order to support housing permanency
- Facilitate tenant meetings, community organizing and social activities as desired by residents

ADMINISTRATIVE SUPPORTS

- Conduct inspections, safety checks and emergency safety plans
- Maintain clinical records and all program specific documentation requirements
- Provide 24/7 on-call staffing for assigned housing sites (on a rotational basis)

JOB DESCRIPTION

HOUSING SUPPORTS COORDINATOR



- Complete information requested for reporting to funding sources by maintaining monthly statistical program evaluation
- Enter and maintain data into HMIS system
- Participate in staff meetings and required agency trainings

PROGRAM ADVOCACY

- Advocate with appropriate community agencies to secure needed services for assigned participants
- Serve as the agency representative when meeting with community agencies
- Coordinate services with Vocational Programs and area volunteer programs to promote productive daily activity and attaining or increasing income when necessary
- Research and recruit property owners to identify affordable housing options for individuals experiencing homelessness
- Carry out marketing and public relations work related to the projects
- Serve on general agency committees as assigned

ADDITIONAL RESPONSIBILITIES

- Driving clients
- Uphold the values, principles and standards of the NASW Code of Ethics
- Regular and routine onsite attendance as scheduled
- All other duties as assigned

SUPPLEMENTAL FUNCTIONS

- TBD

WORK ENVIRONMENT

- Indoor office environments

PHYSICAL AND DEMANDS

- Continuously requires:
 - Communicating accurately with others
 - Operating computers and other office type equipment
 - Detecting and discerning visual stimuli and color
- Frequently requires:
 - Remaining in a stationary position for long periods of time
 - Traverse even and uneven surfaces, for extended period
- Occasionally requires:
 - Moving about inside the office
 - Moving objects up to 50 pounds
 - Ascending/Descending stairs

EQUIPMENT

- Phones
- Computer/Laptops/Tablets/Monitors
- Printers/Copiers/Scanners

JOB DESCRIPTION

HOUSING SUPPORTS COORDINATOR



Disclaimer

This job description should not be construed as an exhaustive list of duties and responsibilities performed by people assigned to this classification. It is not intended to limit or in any way modify the right of any supervisor or manager to assign, direct and control the work of employees under his/her supervision. All principal duties and responsibilities of this position are essential functions of the position. Job descriptions are reviewed on a regular basis and may be revised at any time. Revisions will be communicated to employees within the classification. This job description does not constitute a contract of employment; therefore, the company may exercise its employment-at-will rights at any time.

I have received and understand the position description.

Employee Signature

Date

Employee Printed Name