



Supportive Services Coordinator

Department: Housing Programs

Reports to: Supportive Services Supervisor

Employment Status Classification: Full Time Salary

Job Description Summary:

The Supportive Services Coordinator is responsible for providing housing-related supportive services to participants in CHN's Housing Programs and LIHTC Supportive Housing Units. The assigned Supportive Services Coordinator (SSC) is the first point-of-contact for all active participants. A team structure has been implemented within the department to ensure case coverage in the event that the assigned SSC is out of the office for a brief or extended period of time.

Essential Functions:

- Meet with new program participants within one week of lease signing; orient participant to the Housing Program; complete initial SPDAT
- Review files of new or transferred participants by deadline assigned by supervisor
- Establish housing-related goals/Housing Case Plans with new participants within 30 days of lease signing
- Conduct Home Visits and phone contacts with assigned program participants at frequency required by the grant and participant needs; monitor and assess program participant's current living situation and housing condition; monitor and assess program participant's progress toward goals and complete SPDAT, as required
- Assist participants with completing necessary forms and paperwork to fulfill grant requirements and in accordance with department procedures
- Provide resources, information and referrals to participants, as needed
- Assist program participant with resolving housing-related emergency situations and needs
- Assist program participant in applying for and obtaining Housing Choice Vouchers and/or other subsidized housing opportunities
- Attend MSHDA voucher briefing meetings with participants
- Handle coordination and distribution of resources donated to CHN for participants
- Work in coordination with program participant's Mental Health Provider and other supports

Last Updated: November 2018



- Address minor housing issues and repair needs with landlord/rental agency as necessary; inform SSS of issues, as needed
- Inform supervisor of compliance issues/concerns in a timely manner; complete follow-up tasks, as requested
- Under the direction of the supervisor, assist in the termination prevention process
- Assist with ensuring that appropriate Authorizations for Release of Information forms are obtained, as needed
- Document all participant case updates within 24 hours
- Enter other required data into HMIS on a timely basis
- Report needed changes to participant information in a timely manner
- Maintain participant electronic files and charts according to HP File/Chart Layout & Filing Workflow
- Driving
- Other duties as assigned

Qualifications/Requirements:

- Must have at least 2 years' experience working with consumers of mental health services.
- Bachelor's Degree in human services preferred.
- State of Michigan Licensed Social Worker (or eligibility for) preferred.
- Experience working with persons who are homeless is preferred.
- Must be computer proficient.
- Must be willing and able to work independently in the community as well as in participant homes.
- Must have the ability to be a personal representative of CHN's Core Values: Inclusion, Integrity, Innovation, Passion.
- Must complete regular trainings required by CHN/funders including, but not limited to: Recipient Rights, CPR/First Aid, Cultural Competence, Fair Housing, ESL, HMIS Privacy.
- Reliable transportation, possession of a valid driver's license, and maintenance of automobile insurance coverage that meets organization coverage limit requirements. (Bodily Injury \$100,000 each person and \$300,000 each occurrence and Property Damage of \$100,000 each occurrence).
- CHN reserves the right to require a motor vehicle record check with respect to any employee where driving is an essential function of the position.

Physical Demands:

Last Updated: November 2018

While performing the functions of this job, the position is both sedentary and at times requires the ability to be active including standing, walking in the outside elements, in and out of vehicle bending, lifting and/or arranging files and office products and supplies and may require employee to periodically stand on a short step stool to access files.

To apply for this position OPEN HERE:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=3aa7a5be-ba3e-4943-9815-6be640408aaa&jobId=146566&lang=en_US&source=CC2&ccId=19000101_000001

Last Updated: November 2018