



Supportive Services Coordinator

Department: Housing Programs

Reports to: Housing Programs Manager

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 HUD-funded Permanent Supportive Housing Programs. 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

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- Work in coordination with program participant's Mental Health Provider and other supports
- Address minor housing issues and repair needs with landlord/rental agency as necessary; inform management of issues, as needed
- Inform supervisor and/or Eviction Prevention Specialist of compliance issues/concerns in a timely manner; complete follow-up tasks, as requested
- Under the direction of the Eviction Prevention Specialist, assist in the termination prevention process
- Assist with ensuring that appropriate Consent for Release of Information forms are obtained, as needed
- Document all participant case updates within 24 business 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 willing and able to work independently in the community as well as in participant homes
- Excellent computer skills including through knowledge of Microsoft Office
- Experience with the Homeless Management Information System (HMIS) is strongly desired
- Natural ability to be a personal representative of CHN's Core Values: Inclusion, Integrity, Innovation, Passion
- Must be able to multitask in a variety of areas and maintain sustained concentration with attention to detail
- Must have good interpersonal, written communication, and oral communication skills
- Able to work both independently and collaboratively
- 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)

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Physical Demands:

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&ccId=19000101_000001&jobId=277914&source=CC2&lang=en_US