

JOB DESCRIPTION
John Graham Housing & Services

Title: Family Supportive Housing Service Coordinator
Reports to: Program Director

POSITION SUMMARY

The Family Supportive Housing (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 unhoused by providing housing case management and coordination of services. The role of the FSH Service Coordinator is to work collaboratively with the JGHS team and community partners, including Department for Children and Families (DCF), 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.

MAJOR FUNCTIONS

1. Carry a caseload of 12-15 households
2. Provide clients with screening, housing assessment, planning, referral, and advocacy
3. Meet with clients both inside and outside of the office for at least an hour each week
4. Assess housing needs and complete and enter intake, screenings, direct service, and case note data in Community CareLink (CCL) client record during or immediately after interaction with client
5. Provide training and referrals to clients regarding financial empowerment, life skills, tenant education, parent and child resiliency, and support towards addiction recovery, when needed
6. 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
7. Engage in advocacy and collaboration with agencies on behalf of families
8. Coordinate parent/child education with a Strengthening Families framework and support the development of family protective factors
9. Coordinate various plans among appropriate community partners, particularly in the areas Family Services, Reach-Up, and employment related supports
10. Identify and access additional appropriate resources for families that have not yet been utilized
11. Attend all mandated trainings, including Motivational Interviewing; Ethics; Diversity, Equity & Inclusion, and Trauma Informed Care, and be available for additional training opportunities as identified by supervisor
12. Participate in community-based meetings as assigned
13. Maintain confidentiality consistent with the Agency's policies and the law
14. Work collaboratively as part of a team
15. Attend one-on-one supervision with the Program Director on a bi-weekly basis to discuss client progress, review files and case notes, and to consider approaches
16. Attend weekly staff meetings
17. Perform any other duties as specified under the mandates of the FSH grant

QUALIFICATIONS

1. BA Social Work or related field, or equivalent experience preferred; Master's degree or equivalent appreciated
2. Ability to communicate effectively with diverse clients, partners, and community members
3. Knowledge of service coordination, peer support, crisis intervention
4. Familiarity with person-centered, trauma informed therapies and strength-based intervention
5. The ability to exercise compassion and professional boundaries in a congregate setting

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6. Working knowledge of local resources and service providers
7. Excellent written and verbal communication skills
8. Technical proficiency with electronic documentation
9. Good communication skills and a positive attitude
10. Ability to work both independently and as a team-member
11. An awareness of how to support a trauma-informed environment
12. Familiarity with regulations, laws, and procedures of the Vermont Agency of Human Services preferred
13. Must hold a valid Vermont driver's license
14. Ability to pass any required background checks

WORKING CONDITIONS

1. The FSH Service Coordinator works at the Middlebury office, Main Street office, other JGHS sites, and in the community for a total of 40 hours per week
2. Compensation Range: \$26-28/hour
3. To provide care to all those served by JGHS, the FSH Service Coordinator is required to work some evenings, weekends, and holidays
4. Work on-call on a rotating basis
5. JGHS provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.