

JOB DESCRIPTION
John Graham Housing & Services

Title: Service Coordinator
Reports to: Program Director

POSITION SUMMARY

The Service Coordinator provides access to services and a supportive living environment for individuals and families who live in John Graham Housing & Services (JGHS) shelter, JGHS housing sites, and partner-agency scattered sites. The Service Coordinator works cooperatively with the Service Coordinator team and other JGHS staff.

MAJOR FUNCTIONS

1. Cultivate a safe, respectful place for homeless families and individuals
2. Carry a caseload of 15-20 households
3. Provide clients with screening, assessment, planning, referral, and advocacy
4. Enter intake, screenings, direct service, and case note data in Community CareLink (CCL) client record during or immediately after interaction with client
5. Empower people to gain access to mental health, SUD, and health care services, when needed
6. Refer to services for childcare, employment, transportation, and education, when needed
7. Attend appointments with clients when support and advocacy are needed
8. Provide support to interns and AmeriCorps members at JGHS sites
9. Model positive, constructive behavior for staff and clients
10. Assist Shelter guests in housing navigation, including completion and submission of applications for housing vouchers/subsidies, track application status and follow up, and document/save all housing navigation paperwork
11. Participate in housing coalition and other collaborative, community-based meetings as assigned
12. Attend trainings scheduled by the Program Director, including Motivational Interviewing, Ethics, Diversity Equity & Inclusion, and Trauma Informed Care
13. Meet for at least an hour each week with each household in caseload
14. 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
15. Attend weekly staff meetings

QUALIFICATIONS

1. BA in 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, and crisis intervention
4. Familiarity with person-centered, trauma informed therapies
5. The ability to exercise compassion and professional boundaries in a congregate setting
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

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WORKING CONDITIONS

1. The Service Coordinator works at the Main Street office, other JGHS sites and in the community for a total of 40 hours per week.
2. To provide care to all those served by JGHS, Service Coordinators are required to work some evenings, weekends, and holidays
3. Work on-call on a rotating basis
4. 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.