



CLIENT SUPPORT AND SERVICE COORDINATOR

Summary of Position: Responsible for providing strength-based, client-centered, relationship-driven, and family-focused services and interventions to individuals or families served by VOA Illinois. The Client Service and Support Coordinator is also responsible for the development of contacts with service providers and agencies for resident referrals, educating clients on available services, and monitoring the provision of services by VOA Illinois.

Position Type: This position is nonexempt and reports to the Program Manager.

Essential Functions: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The functions listed below are representative of the knowledge, skills and/or ability required for the position. Provides outreach, case management services, and assists participants to obtain benefits.

- Provides general case management, (i.e. evaluation of social, psychological and physical needs, and the development of a service plan) for a client when the general service community is not providing such service.
- Meets with program participants to provide support, monitor progress on the service plan, etc.
- Delivers services with sensitivity to the clients' cultural and socioeconomic characteristics.
- Acts as a liaison between community agencies, service providers, and clients.
- Uses the least intrusive intervention necessary to alleviate a problem situation.
- Facilitates and monitors the delivery of services to clients to ensure they are appropriate, timely, and satisfactory.
- Educates clients on service availability, application procedures, client rights, etc., both individually and as a group.
- Advocates and may negotiate on behalf of clients for adequate, timely, and cost effective provision of services.
- Meets with service providers as needed and appropriate.
- Pursues avenues for additional services through private local, state, and federal sources.
- Documents contact with clients, providers, and families.
- Uses databases such as ServicePoint and HMIS for data entry.
- Upholds the mission and values of VOA Illinois at all times.

Other Duties: As assigned by supervisor.

Work Environment: Generally, this position operates in a professional office environment; however, this position may also require frequent travel in and around the community by utilizing a personal vehicle or other methods of transportation. The hours of work are generally Monday through Friday, 9:00 AM to 5:00 PM, though may be required to work some evening/weekend hours.

Physical Demands: Physical Demands are part of the essential functions of the position. The individual must be able to remain in a stationary position throughout the workday, operate a computer and other office productivity machinery, and frequently communicate with clients and employees of VOA Illinois. The individual must be able to move, traverse, and travel in the community in a vehicle, assist clients in and out of a vehicle, and transport clients in the community.

Qualifications:

- Experience in service management, including organizing, problem solving, and advocating.
- Experience and demonstrated proficiency/success in leveraging and working with community resources.
- Ability to communicate effectively and maintain good relations with clients and employees.
- Excellent communication, writing, problem solving, and organization skills.
- Must be proficient in Microsoft Office, with especially spreadsheets, databases, and reporting tools.

Education and Experience:

- Position requires a bachelor's degree from an accredited college or university. Acceptable degrees include those related to human services.
- Position requires some demonstrated experience in the helping/service field.

Volunteers of America of Illinois provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Reasonable accommodations are available and will be provided to qualified applicants and employees with disabilities. Generally, the individual with a disability must inform VOA of IL that an accommodation is needed.

Job Type: Full-Time