



LEAD CLIENT SUPPORT & 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 of IL. The Lead Service Coordinator is responsible for providing support to a team of Service Coordinators. This position serves to ensure that the service delivery model, client files, and associated documentation in compliance with federal grant requirements.

Position Type: This position is non-exempt and reports to the Director of Resident and Clinical Services.

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.

- Review all client files at the point of SSVF recertification (every 90 days that a client is enrolled in SSVF) and provide feedback to the Service Coordinators regarding client eligibility and related documentation. The Lead Service Coordinator's primary responsibility is to ensure that the Service Coordinators are accurately completing recertifications on time. To do so, the Lead Service Coordinator will:
 - Work with the Data Support Specialist to track when recertifications are due;
 - Review the client file for transparency around continued eligibility in SSVF (income criteria, demonstrated need for ongoing services);
 - Work with Service Coordinators to resolve any issues before signing off on recertifications;
 - Ensure that the Interim Assessments are completed in ServicePoint; and
 - Coordinate with Data Support Specialist to ensure that Interim Assessments are completed in HMIS
- Review all client files at the point of SSVF exit and provide feedback to the Service Coordinators regarding documentation of services received. The Lead Service Coordinator's primary responsibility is to ensure that the Service Coordinators are accurately completing SSVF exits on time (when services have ceased due to program completion, or no contact, and before the point of recertification). To do so, the Lead Service Coordinator will:
 - Work with Managers, Veterans' Support Services to track when SSVF exits are due;
 - Review the client file for transparency and completeness (case notes are complete, thorough, and signed, etc.);
 - Work with the Service Coordinators to resolve any issues before signing off on client exits;
 - Ensure that the Exit Assessments are completed in ServicePoint; and
 - Coordinate with Data Support Specialist to ensure that Exit Assessments are completed in HMIS
- Consult with Service Coordinators around the transparency of their client files. The Lead Service Coordinator's primary responsibility is to provide support and insight to ensure that the Service Coordinators are accurately and transparently capturing the services being provided to program participants. To do so, the Lead Service Coordinator will:
 - Talk with Service Coordinators to identify cases that are atypical or challenging, and provide thoughtful feedback on best practices around engagement, service delivery, and documentation within the client file (in conjunction with the Service Coordinators'

- supervisors);
- Complete ongoing active client file reviews with a focus on: thoroughness and transparency of case notes, documentation of ongoing work towards individual service plans, follow through on referrals, and completeness of documentation (for example, that a lease is in the file for each program participant who is housed), and work with the Service Coordinators to bring files into compliance with grant requirements and program expectations; and
- Provide ongoing feedback to Managers regarding any issues identified that need additional attention or support.
- *Review ServicePoint to ensure the quality and completeness of Service Transaction data entry. The Lead Service Coordinator's primary responsibility is to ensure that Service Transactions are being entered within identified timeframes, and that entries accurately capture the essence of the work being performed by the Service Coordinators. To do this, the Lead Service Coordinator will:
 - Work with the Data Support Specialist to review all active client Service Transactions; and
 - Follow up with the Service Coordinators to address any issues that arise as a result of this review

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 of IL. 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.