



<b>Job Title</b>	Service Coordinator, Rapid Rehousing Services
<b>Job Type</b>	Full Time
<b>FLSA Status</b>	Non Exempt
<b>Direct Supervisor/Reports To</b>	Rapid Rehousing Program Manager
<b>Education</b>	<p>Bachelor Degree from an accredited college or university.  <i>Acceptable degrees include those related to human services</i></p> <p><b>OR</b></p> <p>A minimum of 2 years prior experience working with homelessness and housing  A minimum of 1 year prior experience with HMIS</p>
<b>Qualifications/Experience/Skills</b>	<p>Bachelor's degree in human services, social work, psychology, education, business management, and other related industries with two years of direct work in the area of employment, case management and working with homeless populations;</p> <p><b>OR</b></p> <p>A minimum of 2 years prior experience working with homelessness and housing  Demonstrated ability in communication, collaboration, conflict resolution human services working with highly vulnerable clients</p> <p>Excellent interpersonal and critical thinking skills.</p> <p>A basic understanding of human behavior, motivating clients, delivery of social services; demonstrated ability in communication, collaboration, conflict resolution and employment skills.</p> <p>Valid driver's license; job requires significant travel in the Chicago metropolitan area</p>
<b>Summary</b>	<p>The Client Service and Support Coordinator I is responsible for providing strength-based, client-centered, relationship-driven, and family-focused services and interventions to individuals or families served by VOA of IL.</p> <p>Duties for this position; providing intense case management, which includes; intake and assessment with new residents, collaborative development of individual service plans with residents, crisis intervention and linkages to resources/referrals.</p> <p>Additionally, he/she will work to assist residents in goal attainment, including but not limited to: maintaining their housing, obtaining and maintaining sustainable income, and achieving health and wellness goals with the objective of residents being prepared to take on full responsibility for market-based rent and leases within a 12-month period.</p> <p>Development of contacts with service providers and agencies for resident referrals, educating clients on available services, and monitoring the provision of services by VOA of Illinois is also expected.</p>
<b>Responsibilities</b>	<p>Provides general case management to a full caseload , (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.</p> <p>Meets with program participants to provide support, advocate when needed, monitor progress on the service plan and assist clients as advocates for benefits, housing needs</p>

	<p>(including evictions), landlord negotiations and access to community resources. This includes public benefits such as SNAP, SOAR, or employment readiness programs.</p> <p>Performs crisis prevention and interventions as needed using Harm Reduction &amp; Trauma informed philosophies.</p> <p>Utilize a strength-based, trauma informed approach blended with cultural competence to empower participants through employment training and financial stability while developing and/or strengthen their goal plan to achieve housing stability</p> <p>Educates clients on service availability, application procedures, client rights, etc., both individually and as a group.</p> <p>Conducts monthly home visits to ensure housing stability, support in development of life skills, and foster emotional support through a trauma informed approach through a strength-based approach.</p> <p>Provide clients training in the areas of personal hygiene, accessing community resources, medical adherence, household management or other needs as outlined in the client's goal plan</p> <p>Build professional relationships with clients, providers and community partners</p> <p>Provide follow-ups to maximize the client's ability to maintain housing after exit</p> <p>Other duties as assigned by supervisor</p>
<p><b>Professionalism &amp; Work Environment</b></p>	<p>VOAIL's normal business hours are 9am to 5pm, with the possibility to of hybrid work (2 days remote, 3 days in office). We will consider accommodations.</p> <p><b>VOA values a diverse workplace and strongly encourages women, people of color, LGBTQ individuals, people with disabilities, members of ethnic minorities, foreign-born residents, and veterans to apply.</b></p> <p>VOA is an equal opportunity employer and seeks to employ qualified individuals based on individual merit.</p> <p>VOA does not discriminate against any individual with respect to the terms and conditions of employment based on that individual's race, sex, age, religion, color, national origin, disability, genetic information, marital status, veteran status, sexual orientation, gender identity or expression, housing status, or any other non-merit factor protected under state, local or federal laws.</p> <p>Equal Employment Opportunity applies to all personnel actions such as recruiting, hiring, compensation, benefits, promotions, training, transfer, termination, and opportunities for training. VOA is committed to a fair and equitable workplace where everyone is a respected and valued member of the team.</p> <p>Acts in a professional manner at all times and maintains appropriate boundaries with clients and staff.</p> <p>Behaves with integrity, demonstrates high ethical standards, and displays a positive image while upholding the mission and values of VOA of IL at all times.</p> <p>Reports to work, meetings, training, and job related activities prepared and as scheduled.</p>

	Understands and supports VOA's standard of cultural proficiency and strives to meet it.
<b>Quality Assurance and Reporting</b>	<p>Keep records and provide reports on information and statistics regarding the delivery of services</p> <p>Complete assessments as dictated by the program</p> <p>Uses databases such as ServicePoint and HMIS for data entry to document contact with clients, providers, and families and report to agency supervisor critical client issues to maximize retention</p> <p>Ensure compliance with data standards and record-keeping as required by VOA and All Chicago</p>
<b>Physical Requirements</b>	<p>The ability to safely and successfully perform the essential job functions consistent with the ADA and other federal state, and local standards</p> <p>The ability to stand or sit for long periods of time</p> <p>The ability to lift 15 lbs</p>