
RAPID REHOUSING 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

Position Type: This is a Full-Time, Non-Exempt position that reports to the Rapid Rehousing Program Manager.

Essential Functions: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations made to individuals with disabilities to perform the essential functions, upon request.

- Provides general case management to a full case load; (i.e., evaluation of social, psychosocial and physical needs) used to develop a service plan for clients
- Meet with program participants to provide support, advocate when needed, monitor progress on the service plan and assist clients as advocates for benefits and other services/resources.
- Performs crisis prevention and interventions as needed using Harm Reduction and Trauma Informed Care practice principals.
- Utilize a strength-based, trauma informed approach blended with cultural competencies to empower participants through employment training and financial stability while developing and/or strengthen their goal plan to achieve housing stability.
- Build professional relationships with clients, providers and community partners.
- Provide support and resources for life skills enhancement such as household management, budgeting, obtaining and maintaining employment, etc.
- Conducts monthly home visits to ensure housing stability to support development of life skills and foster emotional support.

Other Duties: As assigned by the supervisor.

Work Environment: This position operates in a professional office environment. This position will require 40 hours a week on average and will be variable and intermittent. Includes occasional weekend and evening hours as assigned.

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, frequently communicate with clients and employees of VOA of IL, and others involved in the care and custody of clients. 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.

Education and Experience:

1. Bachelor's degree in Human Services, Social Work, Psychology, Education, Business Management, or other related industries.
2. Minimum of 2 years of direct work in the areas of employment, case management and working with homeless populations.

Qualifications:

- Basic understanding of the Trauma-Informed Care and Harm-Reduction service approaches.
- Demonstrated ability in communication, collaboration, conflict resolution human services working with highly vulnerable clients.
- Excellent interpersonal, critical thinking written and verbal communication skills.
- Valid driver's license

Volunteers of America of Illinois 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.

Volunteers of America of Illinois provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, gender identity or expression, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Reasonable accommodations provided to qualified applicants and employees with disabilities upon request.

Job Type: Full-time