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## ASSISTANT MANAGER AND SERVICE COORDINATOR

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**Summary of Position:** Under the immediate supervision of the Program Director or designee, the Lead Client Support and Service Coordinator (CSSC) is responsible for delivering and overseeing the direct case management, training, and aftercare of residents. The goal of this position is to both provide direct case management and to support the larger services team in helping residents achieve stability through a combination of services and employment (when applicable) so that they can secure and successfully maintain permanent housing.

**Position Type:** This position is exempt and reports to the Program Director or designee.

**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. Reasonable accommodations may be made to individuals with disabilities to perform the essential functions of this position.

- Ensure the timely, high quality, goal-driven delivery of services to Hope Manor tenants.
- Provide direct oversight for daily administrative tasks including management of Hope Hall petty cash, transportation and laundry requests, supply purchases, weekly resident updates, HMIS data entry, and tracking.
- Screen and evaluate each participant and work with him to determine what types of supportive services are needed in order to obtain or remain in permanent housing.
- Complete Intakes and Individualized Service Plans at move in.
- Provide outreach and case management services and assist participants in obtaining VA benefits and other public benefits.
- Assess participant's need for emergency assistance and provide assistance within the framework of Hope Manor support services.
- Meet with each program participant face-to-face as needed to provide support, monitor progress on the service plan, etc.
- Maintain progress notes and manage participant files as determined by program policies.
- Deliver services with sensitivity to participant's cultural and socioeconomic characteristics.
- Develop and administer consistent programming including educational classes, housing workshops, employment workshops, and health/wellness classes.
- Review all client files for accuracy, transparency, and completeness, ensuring that our service delivery model complies with federal grant requirements.
- Provide ongoing feedback to staff and management regarding quality and compliance of client files and documentation.
- Attend outreach events within the community and actively recruit volunteers to add capacity to the service model.
- Effectively communicate and collaborate with Hope Hall's VA Liaison and Hope Manor Property Management.
- Assist in cultivating ongoing relationships with other service providers (such as mental health and substance abuse providers) and providing important referral and resource information to co-workers to ensure the most up-to-date and comprehensive database of resources for Veterans in the program.
- Upholds the mission and values of VOA of Illinois at all times.

**Other Duties:** As assigned by the Program Director or designee.

**Work Environment:** Generally, this position operates in a professional office environment; however, this position may require 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, although evening and weekend hours may be required.

**Physical Demands:** Physical demands are part of the essential functions of this position. A significant amount of physical activity is required on a daily basis due to the need to move about the community and office. This position requires frequent communication with clients, employees, and others. The individual must be able to remain in a stationary position at times during the workday, operate a computer and other office productivity machinery.

**Qualifications:**

- Experience in creating programming, counseling, crisis intervention, substance abuse/mental health issues, and familiarity with community resources is essential.
- Flexibility to work day and evening hours, including possible weekends and holidays as needed.
- Must have a firm understanding of computer database systems and be proficient in Microsoft Office.
- Preference is provided to applicants who are veterans.

**Education and Experience:**

This position requires a master's degree in a human services-related field and four years of related experience.

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