



Client Support and Service Coordinator-Elgin

About Us: Volunteers of America is a national, faith-based nonprofit organization founded over 125 years ago. VOA Illinois is one of the oldest affiliates of the Volunteers of America family delivering strength-based trauma-informed, gender-responsive and culturally sensitive programs and services at the highest standards of excellence to our clients. We have never stopped reinventing our services and we continue to innovate based on our communities' evolving needs. VOA Illinois, a certified "Great Place to Work," fosters an organizational culture focused on faith, innovation and collaboration. Year after year VOA IL expands and promotes from within, holding a workforce with over 50% having experienced promotion. Check out our careers page to find more opportunities at PAYCOMONLINE.NET.

Position Type: This is a Full-time, in-office position with occasional work from home opportunity and requires a 40-hour week on average. May include occasional weekend and/or evening hours as assigned.

Environment: Physical demands include sedentary work, operating a computer and other office productivity machinery with frequent communication with clients and colleagues of VOA Illinois and others involved in the care and custody of clients. The individual hired must be able to move, traverse and travel in the community in a vehicle, assist clients in and out of a vehicle if necessary and transport clients in the community.

Core Competencies: To perform this job successfully, an individual **must** be able to meet or exceed the following;

- Drive engagement and communication with clients that embodies empathy, patience and emotional intelligence.
- Advocate for clients using active listening to determine resources and meet various needs.
- Collaborate with VOA colleagues, outside organizations or vendors, etc. to connect clients and obtain necessary resources.
- Display discipline in managing time and attention to assigned caseload, tasks or projects.
- Exercise prudent stewardship of agency resources.
- Exhibit cultural competence while serving clients of diverse backgrounds and commit to expanding knowledge and understanding of different communities and people groups.
- Demonstrate ethical and professional behavior at all times.
- Engage with trauma-informed care approach and practice principles.
- Recognize and display ability to de-escalate and resolve conflict as necessary.

Program Overview: Housing is Recovery is a program to prevent persons with serious mental illness at high risk of unnecessary institutionalization. Or persons with substance use disorder at high risk of overdose due to homelessness, a lack of access to recovery support services and repeat cycles of hospitalizations or justice system involvement from being institutionalized or dying. This goal will be accomplished by enabling affordable housing using a bridge rental subsidy combined with access to recovery support services or treatment.

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 may be made to enable individuals with disabilities to perform the essential functions.

- 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 EchoVantage and HMIS for data entry.
- Upholds the mission and values of VOA Illinois at all times.

Other Duties: As assigned by supervisor.

Education and Experience:

1. Position requires a bachelor's degree from an accredited college or university. Acceptable degrees include those related to human services.
2. Position requires some demonstrated experience in the helping/service field.
3. Experience in service management, including organizing, problem solving, and advocating.
4. Experience and demonstrated proficiency/success in leveraging and working with community resources.
5. Ability to communicate effectively and maintain good relations with clients and employees.
6. Excellent communication, writing, problem solving, and organization skills.
7. Must be proficient in Microsoft Office, with especially spreadsheets, databases, and reporting tools.

Compensation and Benefits: Base Salary Range: \$46,000 - \$53,000

- BCBS IL Medical Dental, Vision
- 403b/403b Matching
- Paid-Time Off
- Life Insurance
- PSLF
- Employee Assistance Program (EAP)
- Flexible Spending Account (FSA) / Health Savings Account (HSA)
- Referral program
- AFLAC Supplemental Insurance options

EEOC Statement

VOA Illinois understands that it takes diversity of thought, culture, background and perspective to create a truly impactful organization and strongly encourages women, people of color, LGBTQ+ individuals, persons with disabilities, members of ethnic minorities, foreign-born residents and veterans to apply. Candidates interested in working with VOA Illinois should feel motivated to apply even if they do not match every requirement, as we understand the value of transferrable skills and passion for service.

VOA 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.