



HOUSING COORDINATOR -SSVF

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: Support Services for Veteran Families (SSVF) is a comprehensive program for Veterans who are struggling in crisis or at risk of serious instability in their lives. The program provides Veterans with the support, resources and hope they need to successfully win "the war at home" and achieve their full potential in all areas of their life, by working on a personalized service plan with our Veteran Services team. Our team offers a full continuum of supportive services and interventions that are individually tailored to meet the unique needs of each Veteran.

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.

- Coordinates with other supportive services aimed at providing support to Veterans who are homeless or at risk of becoming homeless.
- Participates in community-wide efforts to eliminate homelessness amongst the Veteran population.
- Provides housing supportive service to program participants, including ensuring referrals are made to appropriate housing facilities that meet quality and safety standards, and ensuring all inspection requirements are met.
- Assists in meeting goals and exceeding standards of compliance of appropriate, safe, stable housing for program participants.
- Works with team members in providing resources and support to the Veterans enrolled in the program.
- Evaluates each participant to determine what types of supportive housing services are needed in order to obtain self-sufficiency and remain in or acquire permanent housing.
- Completes housing inspections when appropriate, serving as a “subject matter expert” on housing issues as related to fair housing, affordable housing, and tenant and landlord rights and requirements.
- Engages and recruits’ potential landlords and establish productive relationships for the purpose of establishing a portfolio of safe and affordable housing options.
- Participates and assists with the facilitation of housing events sponsored by the local VAMCs including landlord seminars and housing resource fairs.
- Coordinates with program manager to develop innovative projects and programs designed to transition veterans into permanent, safe and affordable housing.
- Researches demographic and community housing data to forecast trends for potential programs.
- Acts as liaison with those providing legal assistance to Veterans around fair housing, landlord disputes and evictions.
- Delivers services with sensitivity to the participants’ cultural and socioeconomic characteristics and engages participants with respect even when holding them accountable for their own outcomes.
- Represents the interests of the agency, the program and the program participants in all activities including city, state and national forums and coalitions.
- Engages in information sharing and seeks opportunities to improve VOA Illinois.
- Upholds the mission and values of VOA Illinois at all times.

Other Duties: As assigned by supervisor.

Education and Experience:

1. This position requires a high-school diploma (or equivalent) and at least two years of related experience working with the low income and/or homeless population providing supportive housing services, or property management.
2. This position requires the familiarity with subsidized market value rental properties in the Chicagoland area.
3. Valid driver’s license and vehicle insurance, access to safe and reliable vehicle during all work hours.
4. Experience in service management, including organizing, problem-solving and advocating.
5. Experience and demonstrated proficiency/success in leveraging and working with community resources.

6. Ability to effectively communicate in writing, problem-solving and organizational skills.
7. Proficient in Microsoft Office, especially spreadsheets, database and reporting tools.

Compensation and Benefits: Base Salary Range: \$46,000-55,000

- 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.