



CLIENT SUPPORT AND SERVICE COORDINATOR II-RAPID RE-HOUSING

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 Illinois 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](https://www.paycomonline.net).

Position Type: This is a Full-Time, Exempt position that reports to the Director of Rapid Re-housing Services. This position will maintain a Behavioral Health client caseload. May include occasional weekend and/or evening hours as assigned.

Environment: 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 Illinois, 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.

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

- Clinical assessment skills/knowledge in behavioral health interventions, safety/treatment plan development and diagnostic skills.
- Supporting a caseload using strategic and solutions-oriented approach.
- Ability to synthesize information, identify opportunities, appropriately assess risks and benefits, build support for strategies and manage execution.
- Excellent professional written and verbal communication skills.
- Demonstrate work ethic and integrity; self-motivated with the ability to prioritize, meet deadlines and manage changing priorities in a fast-paced environment.
- Excellent interpersonal skills, professional presence and ability to interact with diverse audience.
- 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: VOA Illinois' Rapid Re-housing Program provides short-term rental assistance and services. The goals are to help people obtain housing quickly, increase self-sufficiency, and stay housed. It is offered without preconditions such as employment, income, absence of criminal record or sobriety, and the resources and services provided are typically tailored to the needs of the participant. Many of the client have a Serious Mental Illness and would benefit from therapy service.

Essential Functions: Under the immediate supervision of the Director of Rapid Re-housing, the Therapist is responsible for providing intensive counseling and/or psychotherapy to clients and/or families. Clients are not limited to those enrolled in the Rapid Rehousing Program, as they can be within other VOA Illinois programs or from the community.

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 are made to individuals with disabilities to perform the essential functions, upon request.

- Provides individual, couple, family, and group counseling or psychotherapy to clients, in-home, at the main office, virtually, or in a confidential community setting to clients. Clients can be anyone aged 5 through adulthood.
- Create individualized treatment plans based on client needs and appropriate interventions.
- Respond to crisis situations involving unhoused adults, providing immediate assistance and support to the client and staff.
- Provide clinical support/education to the Rapid Re-housing staff to improve Behavioral Health understanding and develop effective interventions.
- Utilize de-escalation techniques to manage and resolve conflicts effectively.
- Documentation for the client will be complete, timely and modified as needed.
- Establish a positive, trusting, and accepting rapport with the client.
- Acts upon own analysis of client situations under clinical supervision.
- Participates in regular group and clinical supervision meetings for consultation on the use of clinical interventions with clients.
- Reports progress on caseload to supervisor; makes written evaluation reports on the progress of each client and performs record keeping functions required by the agency.
- Completes the IM+CANS and applicable Medicaid and VOA Illinois documentation required for billing purposes.
- Participates in agency studies of particular problems or casework practices.
- Delivers services with sensitivity to the clients cultural and socioeconomic characteristics
- Upholds and actively demonstrates investment in the mission and values of Volunteers of America of Illinois.
- Completes program reports required for Rapid Re-housing clients in EHR and HMIS.
- Foster positive relationships with community members and stakeholders to enhance support for the program and its clients.
- Advocate for the needs of unhoused individuals within the community and promote awareness of available services.
- Work with data and performance team to plan and oversee annual program audits.
- Ensure programmatic compliance by evaluating progress toward outcomes and conducting site visits, and maintaining relationships with partner agencies and other stakeholders.

Other Duties: As assigned by supervisor.

Education and Experience:

1. Must have LSW or LPC Licensure.
2. This position requires a Master's degree in Social Work, Clinical Psychology, or related field from an accredited college or university.
3. Prefer one year of post-graduate experience with one year of proven clinical experience, or have four years of pre-graduate and post-graduate combined experience.
4. A minimum of 1 year prior experience with HMIS and coordinated entry is preferred.
5. A minimum of 4 years of experience in the field of social services, related experience with homeless services; housing programs preferred.

Compensation and Benefits: Base Salary Range: \$55,000- \$66,000

- 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.