



Lead Client Support and Service Coordinator

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](https://paycomonline.net).

Position Type: This is a Full-time, in-office position and requires a 40-hour week on average. May include occasional weekend and/or evening hours as assigned. This position involves travel to other sites and locations.

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;

- Demonstrate excellent and trauma-informed leadership skills
- 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: Responsible for providing strength-based, client-centered, relationship-driven, and family-focused services and interventions to individuals or families served by VOA of IL. The Lead Service Coordinator is responsible for providing support to a team of Service Coordinators. This position serves to ensure that the service delivery model, client files, and associated documentation in compliance with federal grant requirements. This position requires carrying a full caseload of clients as needed. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Assist managers in reviewing all client files at the point of SSVF recertification (every 90 days that a client is enrolled in SSVF) and provide feedback to the Service Coordinators regarding client eligibility and related documentation. The Lead Service Coordinator's primary responsibility is to ensure that the Service Coordinators are accurately completing recertifications on time. To do so, the Lead Service Coordinator will:
 - Work with the Data Support Specialist to track when re-certifications are due;
 - Review the client file for transparency around continued eligibility in SSVF (income criteria, demonstrated need for ongoing services);
 - Work with Service Coordinators to resolve any issues before signing off on recertifications;
 - Ensure that the Interim Assessments are completed in EchoVantage; and
 - Coordinate with Data Support Specialist to ensure that Interim Assessments are completed in HMIS
- Assist managers in reviewing all client files at the point of SSVF exit and provide feedback to the Service Coordinators regarding documentation of services received. The Lead Service Coordinator's primary responsibility is to ensure that the Service Coordinators are accurately completing SSVF exits on time (when services have ceased due to program completion, or no contact, and before the point of recertification). To do so, the Lead Service Coordinator will:
 - Work with Managers, Veterans' Support Services to track when SSVF exits are due;
 - Review the client file for transparency and completeness (case notes are complete, thorough, and signed, etc.);
 - Work with the Service Coordinators to resolve any issues before signing off on client exits;
 - Ensure that the Exit Assessments are completed in EchoVantage; and
 - Coordinate with Data Support Specialist to ensure that Exit Assessments are completed in HMIS
- Consult with Service Coordinators around the transparency of their client files. The Lead Service Coordinator's primary responsibility is to provide support and insight to ensure that the Service Coordinators are accurately and transparently capturing the services being provided to program participants. To do so, the Lead Service Coordinator will:
 - Talk with Service Coordinators to identify cases that are atypical or challenging, and provide thoughtful feedback on best practices around engagement, service delivery, and documentation within the client file (in conjunction with the Service Coordinators' supervisors);
 - Complete ongoing active client file reviews with a focus on: thoroughness and transparency of case notes, documentation of ongoing work towards individual service plans, follow through on referrals, and completeness of documentation (for example, that a lease is in the file for each program participant who is housed), and work with the Service Coordinators to bring files into compliance with grant requirements and program expectations; and
 - Provide ongoing feedback to Managers regarding any issues identified that need additional attention or support.
- Carry a caseload of clients with high acuity barriers and maintaining notes and client files in EchoVantage. The Lead CSSC is expected to serve client directly as needed and is

expected to take other SC's caseloads when there is turnover.

- Lead case conferencing with SCs to coordinate care effectively, identify clients who may need additional support beyond SSVF, and to make referrals as needed.
- Mentor current and new SCs as needed under the supervision of the Managers.

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. 5 years or more of experience in human services preferred.
3. Experience working with veterans preferred.
4. Position requires basic computer skills and basic understanding of Word and Excel.
5. Position requires understanding of email etiquette and written communication.

Compensation and Benefits: Base Salary Range: \$48,000-\$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.