

# FAMILIES FORWARD

DIGNITY • EMPOWERMENT • HOPE

**Job Title: Supportive Services Coordinator**

**Reports to: Director of Programs**

**Education Requirement: Bachelor's Degree**

**Experience Required: Minimum 1 year of human/social services program delivery**

**Prefer: Bilingual English & Spanish**

**Position is Exempt, Full Time**

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## **Job Summary:**

Under the supervision of the Director of Programs, the Supportive Services Coordinator is responsible for overseeing programming and supportive services for formerly homeless families in Affordable Housing units owned or accessed by Families Forward. The Supportive Services Coordinator is responsible for assisting tenants in achieving self-sufficiency and encouraging economic mobility through linkages and direct referrals to facilitate graduation from Affordable Housing. This includes screening, advocacy, and extensive case management of Families Forward affordable housing clients.

## **Essential Job Duties:**

### **Screening of Clients: (10% of time spent)**

- Collaborate with Property Coordinator to complete enrollment and qualification process with new clients as vacancies become available. Process includes managing the interest list for non-owned units in accordance with fair housing and the grant agreement and collection of documents for the application process.

### **Supportive Services/Case Management Duties: (70% of time spent)**

- Develop an individualized service plan and goal sheet for each client-family and conduct monthly family meetings to facilitate progress.
- Coordinate resources referrals to ensure economic mobility and successful transition to self-sufficiency.
- Manage and maintain appropriate records and complete all relevant agency/program forms, doing so in a confidential and professional manner.
- Be responsible for timely entry of case notes, services and client information into required data base systems.
- Monitor all client expenses; seek approval for expenses from Intake and Supportive Services Manager.
- Oversee and maintain program compliance by performing audits and using reports. Maintain required reports and statistics; prepare reports on a monthly and annual basis as required
- Work with supervisor and management to actively seek strategies to develop, fund, and expand programs.

### **Property Management Coordination (20% of time spent)**

- Provide initial home orientation and tenant education to ensure tenant understands lease compliance terms and preventative maintenance.
- Conduct monthly home visits to ensure that the home is maintained, to check for potential lease violations and to increase communication between family and on-site management team.
- Assist on-site management team document collection at recertification, and lease compliance.
- Oversee and maintain program compliance with multiple funding sources by performing audits and using reports to monitor compliance.
- Be familiar with current contracts, grants, and regulations as they relate to special needs housing programs. Implement policy and programmatic changes as needed.
- Oversee the lease up and termination of assistance with staff and community partners to assure that available rental subsidies are utilized in timely fashion by qualified applicants.
- Work with community partners and clients to promote clients' being successful in housing.
- Develop and implement innovative solutions to client, landlord and other programmatic problems.

### **Additional Duties: (10% of time spent)**

- Assist with the coordination of outreach efforts/resource fairs as needed under
- Report success stories, progress, statistics to the Board as requested by management.
- Fill in as needed with phones, food pantry, holidays, or other agency events.
- Attend all staff, case management, and Board meetings as requested.

### **Additional Qualifications:**

- Maintain valid California Driver's License and State Mandated Auto Insurance
- Bilingual - English & Spanish preferred