

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 Non-Exempt, Full Time (38 hours/week)

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 affordable housing clients.

Essential Job Duties:

Screening of Clients: (10% of time spent)

- Collaborate with the Community, Property Manager, and potential tenants to complete enrollment and qualification process with new clients as vacancies become available.

Supportive Services/Case Management Duties: (65% of time spent)

- Develop an individualized service plan and goal sheet for each client-family and conduct monthly family meetings to facilitate progress.
- Develop and expand upon community resource providers and services offered.
- Coordinate community resources referrals to ensure economic mobility and successful transition to self-sufficiency. Develop and maintain strong community partner relationships.
- Facilitate community resource trainings such as tenant education, career and financial literacy.
- 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 Director of Programs.
- 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

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.
- Develop and implement innovative solutions to client, landlord and other programmatic problems.

Additional Duties: (5% of time spent)

- Assist with the coordination of outreach efforts/resource fairs as needed
- 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

Please submit all resumes to Elizabeth Childs, Director of Operations, at echilds@families-forward.org