

# FAMILIES FORWARD

**Job Title: On-Site Supportive Services Coordinator**

**Reports to: Affordable Housing Manager**

**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 per week)**

**Salary Range: \$25.00-\$31.00 per hour, depending on experience**

---

## **Job Summary:**

Under the supervision of the Affordable Housing Manager, the On-Site Supportive Services Coordinator is responsible for offering direct supportive services for formerly at-risk or literally homeless families living in Affordable Housing units owned or accessed by Families Forward. The On-Site 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 as well as facilitating educational community workshops and afterschool programming.

## **Essential Job Duties:**

### **Screening of Clients: (5% of time spent)**

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

### **Supportive Services/Case Management Duties: (50% of time spent)**

- Utilizing best practices of the Housing First model and trauma-informed care, provide a progressive engagement and CTI model of case management, supportive housing counseling and life skills training.
- Develop an individualized service plan and goal sheet for each client-family and conduct monthly family meetings and housing inspections to facilitate family's housing stability and progress in the program.
- Develop and expand upon community resource providers and services offered.
- Coordinate community resource referrals to ensure economic mobility and a successful transition to self-sufficiency. Develop and maintain strong community partner relationships.
- Facilitate community resource training such as tenant education, career, and financial literacy.
- Manage and maintain appropriate records and complete all relevant agency/program forms in a confidential and professional manner.
- Be responsible for the timely entry of case notes, services, and client information into required database systems.
- Monitor all client expenses; seek approval for expenses from the Affordable Housing 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.

### **Community Workshops and After-School Programming: (25% of time spent)**

- Facilitate weekly and monthly community education workshops including but not limited to computer classes, financial literacy, job search skills, stress management, credit counseling, health/nutrition, etc.
- Oversee afterschool program coordination and curriculum including tutoring, homework help, computer lab, and other educational activities.

### **Property Management Coordination (15% of time spent)**

- Provide initial home orientation and tenant education to ensure tenants understand lease compliance terms and preventative maintenance.
- Conduct monthly home inspections to ensure that the home is maintained, check for potential lease violations, and increase communication between family and property management teams.

# FAMILIES FORWARD

- Assist property management teams with 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.
- Serve as the mediator between tenants and Property Management to provide practical solutions to housing conflicts.
- 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 a timely fashion by qualified applicants.
- Develop and implement innovative solutions to the client, landlord, and other programmatic problems.

## **Additional Duties: (5% of time spent)**

- Assist with the coordination of outreach efforts/community events as needed
- Regularly document and report success stories, program progress, team achievement statistics to Families Forward team, Board of Directors, and community stakeholders as needed.
- 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 a valid California Driver's License and State Mandated Auto Insurance
- Bilingual - English & Spanish preferred

## **Benefits:**

Families Forward is committed to offering competitive compensation, full benefits, and professional development opportunities for our employees. Our benefits package includes medical, dental, and vision; flexible spending account; life insurance; 403B retirement plan; generous time off including paid holidays, vacation, sick time; phone or phone stipend; and a variety of other benefits to support our employees.

**Note:** This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.

*Please submit resume to Marissa Hall, Director of Operations, at [mhall@families-forward.org](mailto:mhall@families-forward.org). No phone calls please.*