



Job Description

Program Service Coordinator

REPORTS TO: Deputy Director

FLSA CLASSIFICATION: Exempt

POSITION SUMMARY:

The Program Service Coordinator functions as a part of a dynamic team engaged in creating an array of supportive services to assist individuals experiencing homelessness achieve independent housing. The primary function of this individual is to actively advocate for individuals, enrolled in the COTS program. The Program Service Coordinator is responsible for assessing resident housing needs, providing support in researching low-income and other housing resources, assisting residents in coordinating a search for permanent housing, and maintaining relationships with housing providers and organizations to facilitate placement of residents in stable housing situations. This individual will engage and assist individuals enrolled in the COTS program in meeting the demands of independent living and maintaining permanent housing through guidance and assistance in obtaining the necessary skills and establishing linkages to services that will support self-sufficiency and self-determination.

DUTIES & RESPONSIBILITIES:

TIME ALLOCATION:

Conduct resident assessment and intake of housing needs, develop case plan to meet identified needs, and monitor resident progress during program participation; Provide accurate, complete and timely documentation of the provision of supportive social services and resident progression/regression toward the goals of securing permanent affordable housing. Develop initial service plans and conduct service plan reviews as needed for an assigned caseload. Hold residents accountable to the program rules in accordance with the program agreement. Take ownership of assigned building.	30%
Participate in housing and case management outreach activities; Attend staff meetings, housing meetings, and in-service training programs; participate in program committee communicate daily with other program staff in an effort to enhance service delivery to residents. Be able to cross train job duties to other team members in order to hold ALL residents accountable to the program.	15%
Set agenda and hold monthly House Meetings (mandatory group meeting to review program rules and expectations). Conduct, facilitate, and coordinate living skills that are applicable to the continued progress of residents to self-sufficiency. Coordinate efforts with other service coordinators to ensure consistent delivery of the living skill.	10%
Inventory individual rooms, conduct room inspections daily, weekly or as concerns are brought up. Conduct final room check at end of residency to determine appropriate refund of security deposit, prepare rooms for new intakes. Assist with coordinating facility maintenance and obtaining household supplies. Teach residents how to do chores to an acceptable level. Maintain a high standard of cleanliness in all areas of the building.	10%
Effectively networks and advocates on behalf of all residents with all service providers, government units and community based organizations. Assist residents with applications/paperwork for other government assisted programs (i.e.:Mental	10%



Job Description

Health/AODA services, Social Security, local Housing Authorities, subsidized housing programs, etc.)	
Assist residents with applications for housing related services and permanent housing placement; Work with apartment managers, landlords, etc. to establish effective referral relationships; Collect and disseminate updated housing resources;	10%
Establish and maintain accurate and current housing files and enter provision of services into ServicePoint system and prepare monthly/quarterly/annual service reports. Maintain individual resident files from intake to discharge, collect program data, measure and record outcomes and keep accurate records to provide to Deputy Director.	10%
Other duties as assigned by the Deputy Director.	5%

MINIMUM KNOWLEDGE, EXPERIENCE & SKILLS REQUIREMENTS:

1. Minimum two years of relevant experience; Bachelor's degree in human service related field preferred;
2. Excellent communication and written skills a must;
3. Organizational skills, ability to complete detailed reports;
4. Ability to work well with people from diverse backgrounds;
5. Knowledge of local housing programs and agencies preferred;
6. Advanced knowledge and use of computer applications
7. Have access to reliable vehicle and possess valid Wisconsin driver's license and automobile insurance

ESSENTIAL FUNCTIONS & WORK REQUIREMENTS:

1. Ability to function throughout the office for extended periods of time.
2. Ability to be "on-call" for periods of time each month.
3. Ability to work nights and weekends.
4. Must demonstrate physical agility (bending, twisting, reaching, and pulling) for equipment and supplies.
5. Communicate with the public and co-workers through two-way verbal communication (speech and hearing).
6. Travel independently to various locations.
7. Operate office equipment; i.e. personal computer, telephone, fax.
8. Work independently with minimal supervision.
9. Analytical and decision-making capabilities.
10. Comprehend written and/or verbal communication.

These statements are intended to describe the general nature and level of work performed by staff assigned to this job classification. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.

To apply, send resume and cover letter to Candice Lane. Email: CLane@appletoncots.org