

# Job description

## Beatitude House Job Description

**TITLE:** Support Service Coordinator

**PROGRAM:** Housing Programs

**CLASS:** Full-Time, Exempt

**DRAFT STATUS:** This is a newly developed position. Therefore, additional duties may be assigned in the future and/or changes to identified tasks may be made.

### **PURPOSE AND POSITION SUMMARY**

The Support Service Coordinator oversees the provision of supportive services for Beatitude House. This includes all emergency, Transitional, and Permanent Supportive Housing programs in Mahoning, Trumbull, and Ashtabula counties. Furthermore, the Support Service Coordinator promotes the longevity of the programs and is responsible for providing supervision to support staff members, including, but not limited to, all Program Support Assistants and Support Specialists. The Support Service Coordinator provides opportunities for professional growth and development of the staff while demonstrating the charisma, dedication, and professionalism that is associated with Beatitude House & Ursuline Sisters Mission.

### **ACCOUNTABILITY**

The Support Service Coordinator is accountable to the Director of Beatitude House.

### **RESPONSIBILITIES**

**To ensure the mission and purpose of support services is accomplished the Support Service Coordinator will:**

- Oversee the day to day operations of supportive services and ensure agency mission, values, evidence based practices and trauma informed approaches are demonstrated during service delivery
- Oversee the development of the housing program, continually exploring new evidence-based practices and implementing new programming when appropriate
- Coordinate with staff and community resources to facilitate group sessions
- Plan special events and projects which encourage client engagement

- Represent Ursuline Sisters Mission & Beatitude House at local meetings, including housing continuum and committee meetings
- Participate in Board Committee meetings as requested
- Carry out all policies and procedures of the agency
- Participate in scheduled Directors' meetings
- Carry out public relations activities in a professional manner
- Abide by code of professional ethics
- Maintain and further develop case management software
- Oversee the emergency phone operations and provide supervision as needed
- Carry the on call phone on an as needed basis (volunteers are considered first)
- Complete all other duties as requested by the Agency Directors

To promote the professional growth of support staff and ensure service is delivered in a professional way, the Support Service Coordinator will:

- Ensure ongoing training and development opportunities are available
- Train for and promote the use of evidence-based practices
- Ensure staff are trained on how to use agency databases and provide support for HMIS
- Coordinate and facilitate staff meetings at each site
- Provide scheduled individual and group supervision sessions
- Maintain proactive contact with outside agencies, provide information on new agencies and hold team meetings when appropriate to help facilitate resource knowledge
- Establish and communicate consistent support service standards and hold staff accountable for meeting standards
- Review documentation of staff on a weekly basis and enforce documentation guidelines
- Supervise college interns and/or Americorps workers, as requested

- Consistently collaborate with property management staff and with Ministry Directors
- Facilitate meetings between support and property management as needed to enhance service delivery
- Provide corrective action to employees as needed

**To ensure continuity of care for our clients the Support Service Coordinator will:**

- Ensure the needs of the children living in the housing programs are being met by staff
- Oversee the development of life skills and goal setting aspects of the programs
- Collaborate with Property Manager and ministry Directors to reach client and agency goals
- With staff, regularly evaluate the progress of each client
- Attend case management meetings with staff and client periodically to assess client progress towards goals and adherence to program guidelines
- Supervise coordinated entry services, client move in process and facilitate move ins with coordination with property management staff
- Supervise client exit process, offering feedback to staff as necessary

**To support the administrative aspect of support services, the Support Service Coordinator will:**

- Review all agency databases and run reports on a monthly basis
- Work with staff members to improve data quality as needed
- Ensure all performance measures are being met and create a plan to meet standards if they are not met
- Work with the Government Programs Administrator to ensure grant compliance for all government grants and provide information as requested
- Supervise and hold staff accountable for the documentation of events that might have legal ramifications
- Assist with gathering housing documentation as requested (grant reports, legal issues, etc.)
- Maintain petty cash and agency gift card logs, if requested

- Provide service related statistics as requested

## **QUALIFICATIONS**

Masters degree in social work or equivalent field

LISW preferred

Excellent leadership and supervision skills

Subject matter expertise in the agency programs and services

Good communication, interpersonal & organizational skills

Ability to work independently

Willingness to be versatile

Capable of making decisions

Experience in utilizing community resources

Dedicated to ongoing personal and professional growth

Valid Driver's License

Ability to climb stairs

Job Type: Full-time

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Employee assistance program
- Health insurance
- Paid time off
- Professional development assistance
- Tuition reimbursement
- Vision insurance

Schedule:

- 8 hour shift

