



*Foundation Communities is a nonprofit organization that creates affordable housing where families succeed. More information about us can be found at <http://www.foundcom.org>.*

## **Supportive Services Coordinator SRO Resident Services**

The Supportive Services Coordinator will work one-on-one with residents, develop creative programs and establish and oversee partnerships that support residents in successfully maintaining housing, accessing education and employment services and contributing to a positive sense of community at a permanent, supportive housing facility for homeless and very low-income single adults.

**Reports To:** Supportive Services Program Manager    **FLSA Status:** Hourly, non-exempt    **Work Location:** Garden Terrace

### **Key Responsibilities:**

- Increase participants' access to and engagement in mental health and substance abuse treatment services through an interdisciplinary team approach. Work closely with Resident Services staff, Psychiatrist, Nurse, and other partners to increase participants' housing retention, income stability, health and wellness, and social connectedness.
- Maintain strong communication and cooperation with social services and property management staff. Participate within an interdisciplinary team focused on creating a positive living environment at a permanent supportive housing facility.
- Establish on-going communication with residents, individually and collectively, to determine areas of need. Work collaboratively with property management, FC services departments, community partners, and social service providers to address short- and long-term needs of program participants/property residents.
- Establish consistent practices for supporting residents in identifying, discussing and resolving issues related to the individual and community environments. Areas may involve, but are not limited to, cooperative living, self-care practices, financial management, medical and mental health needs, and employment.
- Effectively assess and diffuse crisis situations that may occur on-site by using de-escalation techniques, calling proper authorities in the event of an emergency, and thoroughly communicating and documenting incidents and outcomes as appropriate.
- Document delivered services and/or resident contacts in accordance with grant requirements and FC documentation systems. When applicable, submit documentation by established target dates to appropriate personnel.
- Develop creative on-site educational opportunities, social services and community building events based on residents' needs and interests.
- Coordinate services with case managers/staff from the Veterans Administration, ATCIC, Caritas, other agencies, and other FC departments to optimize service delivery to individual residents.
- Identify and establish partnerships with other FC departments and community-based groups to bring educational, financial, health, and recreational and other services to residents of the property.
- Remain current on knowledge of best practices in substance abuse treatment, mental health treatment, and supportive housing by effectively utilizing clinical supervision, continuing education opportunities, and attending conferences and symposia related to these subject areas.
- Communicate frequently with the Supportive Services team and other senior management staff to ensure information flows constantly and in both directions.
- Assist FC staff with fundraising and community awareness activities around supportive housing.

*While this list covers the main responsibilities of the job, it is not intended to cover every aspect of the job, and other responsibilities may be assigned.*

**Minimum Qualifications**

- Bachelors Degree in Social Work or related field, Master's Degree preferred.
- Minimum of two years of experience providing educational and/or social services to economically disadvantaged adults preferred.
- Experience in mental health, substance abuse and crisis intervention strongly preferred.
- Ability to communicate and cooperate effectively with property management staff and representatives from other agencies.
- Demonstrated competence in working with people from diverse backgrounds and ability levels.

*Foundation Communities is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, veteran status, sexual orientation & gender identity.*

To apply please e-mail cover letter and resume to [Sofia.Barbato@foundcom.org](mailto:Sofia.Barbato@foundcom.org). No phone calls please.