



FOUNDATION COMMUNITIES JOB ANNOUNCEMENT

JOB TITLE: Supportive Services Coordinator

DEPT/DIV.: Supportive Housing Resident Services REPORTS TO: Supportive Services Program Manager

FLSA STATUS: Full-Time, Non-Exempt, Salary Range: \$40,000 – \$43,000

WORK LOCATION: Arbor Terrace

Position Summary:

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 mental health, medical, 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.

Essential Job Functions:

- Increase residents' access to and engagement in mental health, primary care, and substance abuse treatment services through an interdisciplinary team approach. Work closely with on-site case managers, nurse, and other partners to increase residents' housing retention, income stability, health and wellness, and social connectedness.
 - 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.
 - 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.
 - Provide routine intensive case management to residents who are medically vulnerable and/or experiencing exacerbated symptoms of schizophrenia, bipolar disorder, major depression, anxiety disorders and/or psychotic disorders.
 - Develop strategies to engage residents by offering programs, outings, socialization opportunities and one-on-one outreach to determine areas of need, screen residents for program eligibility, and build relationships.
 - Maintain structure, organization and consistency within the community; practice boundary setting with residents while providing support and encouragement to work towards self sufficiency goals.
 - 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.
 - 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.
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- 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.

Other Duties & Responsibilities:

This job description covers the main responsibilities of the position, however it is not intended to cover every aspect, and other responsibilities may be assigned.

Minimum Qualifications:

- Bachelor Degree in Social Work or related field.
- Minimum of two years of experience providing educational and/or social services to economically disadvantaged adults.
- 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.

Physical Demands/Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical demands: While performing the duties of this job, the employee is seated in an office setting and is regularly required to see, talk and hear. The employee frequently is required to stand, walk, and sit. The employee is frequently required to use hands. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work environment: The work conditions usually take place in a clean, pleasant, and comfortable office setting. The noise level in the work environment is usually moderate.

Other:

Foundation Communities provides an excellent benefits package including employer paid health benefits, 401(k) investment opportunity, Employee Assistance Program, paid vacation, holiday, and sick time.



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: Email resume and cover letter to ResidentServicesJob@Foundcom.org.

