



## Client Services Coordinator

### Job Function:

The Continuum of Care Permanent Supportive Housing Program (CoC) is a federal, nationwide housing program funded by the Department of Housing and Urban Development (HUD). As the administrator of this program for Chester County, Open Hearth manages permanent housing subsidies for individuals and families who are experiencing homelessness and have a documented disability. The Client Services Coordinator is responsible for offering and providing supportive services to existing CoC program participants and program applicants.

### Position/Reporting:

This is a full-time position that reports to the Housing Programs Manager.

### Required Knowledge, Skills, and Abilities:

- Ability to accurately manage difficult situations and deal effectively with a variety of personalities and situations requiring tact, judgment and poise.
- Capable of performing assignments with accuracy under limited supervision.
- Aptitude and desire to learn new duties, tasks and responsibilities.
- Proven social work skills, including direct service delivery, case documentation, resource coordination, data collection and reporting.
- Proficient in Microsoft Word, Excel, Access and related computer programs.
- Bachelor's degree in relevant field, in addition to a minimum of two years of social work experience, one of which must have included organization, coordination and performance of duties at a responsible level.

### Additional Desirable Qualifications:

- BSW degree or higher in relevant field.
- Experience working with people who are experiencing homelessness and those with mental illness, addiction, and/or other disabling conditions.
- Proven experience within Chester County's coordinated entry system; Decade to Doorways operational plan; Assertive Community Team (ACT); Critical Time Intervention; and Homeless Management Information System (HMIS).
- Bilingual English/Spanish.

### Duties and Responsibilities:

#### *Direct Service*

- Conduct needs-based assessments to determine a participant's areas of vulnerability and develop a person-centered, S.M.A.R.T. goal plan.

- Offer and provide resource coordination and case management services directly related to housing stability to all program participants, which includes but is not limited to, connecting to benefits, resources, and services across multiple service systems.
- Mediate and resolve landlord-tenant issues as they arise.
- Perform ongoing outreach to every program participant once every 6 months to offer a “check in” meeting or phone call to see if they have a need for more in-depth services.
- Provide crisis intervention for clients who are experiencing an acute housing, mental health, and/or other issues.
- Identify participants who could be “moved on” to a less intensive subsidy program and facilitate successful program transfer.

#### *Landlord Engagement*

- Develop and implement an innovative, multi-faceted, and coordinated approach to landlord recruitment and retention.

#### *Community Building*

- Build and create collaborative relationships with community service providers through participation in Chester County Partnership to End Homelessness (CCPEH) meetings and other meetings/initiatives related to permanent housing.

#### *General*

- Exhibit a commitment to fulfilling and promoting the organization’s mission.
- Be supportive of a work environment that emphasizes a team approach, including the ability to maintain a good working relationship with all co-workers and the general public.
- Maintain a positive attitude and use good judgment in recognizing scope of authority.
- Assure the organization and its mission, programs, products, and services are consistently presented in a strong, positive manner to relevant stakeholders to maintain a favorable community feeling and image.
- Perform any and all tasks that are required to meet the goals established by management and any additional duties as required and assigned.