****

**Heading Home**

**Job Title:** Service Coordinator

**Program:** Wellness-2 Hotel Family Shelter

**Reports To:** Clinical Supervisor

**Hours:** 8:00 am – 5:00 pm

Exempt X Non-Exempt

**Position Summary:** The Service Coordinator is responsible for assisting Wellness-2 Hotel Family Shelter guests in connecting to community resources and volunteer services.

**Essential Duties & Responsibilities of the Service Coordinator include:**

* Work collaboratively with Wellness-2 Hotel Family Shelter Case Managers and operations to bring resources and other services to the hotel on a regular basis
* In collaboration with the case management team, assesses the service needs of clients and linking them to the appropriate resources and providers
* Facilitate programs and services, job training resources, and transportation
* Develop a resource directory of local social service agencies and providers for easy access
* Deploy and oversee services to include, but not limited to:
* Medical services to include but not limited to immunizations, screening, optometry
* Entitlement clinics (Medicaid, SNAP, TANF, WIC)
* Legal services
* Employment services
* Support Groups (Narcotics Anonymous, AA)
* Early Childhood Development resources
* Title I
* Provide advocacy and linkages for clients
* Evaluates the quality of all services and identifies areas that need improvements
* Following up with clients regularly to assess and ensure their satisfaction
* Responds to complaints and resolving issues or matching clients with better services
* Creates Calendar of Events and publishes and distributes to clients
* Cultivate and maintain relationships with service providers in Bernalillo County
* Other duties as assigned

**The responsibility of all Heading Home employees includes the following:**

* Always represent and promote Heading Home in a positive and professional manner
* Maintain good attendance and punctuality in keeping with Heading Home Policies
* Attend all staff and organizational meetings as required
* Observe and practice safe work habits and practices in compliance with regulations, statutes, and organizational policies
* Maintain client, resident, guest, and organizational confidentiality in compliance with organizational policies and procedures
* Read, understand, and comply with all guidelines of the Heading Home Employee Handbook

**Qualifications:**

To perform this job successfully, the individual must have excellent communication and interpersonal skills, must be able to think strategically and act quickly, and must work well with others across a broad spectrum of situations. The person will have demonstrated knowledge of available community resources. Excellent organizational skills and attention to detail. Strong record-keeping and analytical skills. The requirements listed below are representative of the knowledge, skill, and/or ability necessary to satisfactorily perform the duties of the Housing Navigator. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:**

Associates degree preferred. In the absence of a pertinent degree, individuals with commensurate work experience related to the position may be considered for the position. Three years of experience in case management and/or housing coordination along with strong administrative skills are a must with a minimum of one year of experience in a program that serves individuals experiencing homelessness or other low-income populations. Past training and experience in issues of homelessness, direct client service, community resources and housing vouchers are all preferred.

**Skills:**

* Trauma Informed Care
* Excellent computer skills
* Experience in running meetings and delegating tasks
* Ability to communicate effectively both orally and in writing
* Ability to maintain positive interpersonal skills across a broad range of professional situations
* Ability to meet deadlines
* Knowledge of area service providers and community resources
* Knowledge of similar community programs
* Ability to communicate effectively orally and in writing

**Other Requirements**

* Valid New Mexico driver’s license and reliable transportation
* Ability to navigate stairs, ladders, ramps, and uneven terrain
* \*CPR/ First Aid Certification or ability to become certified within 30 days of hire
* MANDT training required within 30 days of employment

This job description does not constitute an employment agreement between the employer and employee. This document is subject to change by the employer as the needs of the employer and requirements of the job change.

Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_

Services Coordinator

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_

Services Coordinator

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_

Clinical Supervisor