

SERVICE COORDINATOR HEARTLY HOUSE

This is an exempt, full-time position that reports directly to the Residential Services Manager.

AREA OF RESPONSIBILITIES

- Provides service coordination to clients residing in Heartly House shelter, transitional housing units, and clients receiving services through other agency departments
- Provides shelter coverage and direct client services during isolated shifts including evenings and weekends to ensure availability to clients
- Conducts client screening, intake, and needs assessment for residential programs. Teams with Residential Services Director on eligibility as needed.
- Develops, implements, updates, and evaluates individual client service plans on an ongoing basis
- Regularly and frequently monitors and assesses clients in achieving their goals
- Assists clients with information/referrals to appropriate service resources including but not limited to housing, health, education, training, childcare and/or employment
- Advocates on behalf of clients to ensure access to service resources outside of Heartly House
- Enforces program policies and procedures
- Provides crisis intervention to residential clients
- Mediates conflicts between residential clients
- Assists with inventory and management of food, shelter supplies, and donations
- Keeps accurate case and financial records
- Assists with preparation of grant applications, statistical, and narrative program reports for residential programs as directed
- Maintains client confidentiality at all times
- Maintains shelter security at all times
- Meets with Residential Services Director regularly for supervision as directed
- Attends Heartly House staff and departmental meetings as employment schedule permits
- Adheres to all Heartly House philosophies, policies, and procedures
- Other duties as assigned by Residential Services Director and/or Executive Director

EDUCATION AND EXPERIENCE

- BA/BS in Human Services or a related field. Experience in case management/service coordination and shelter settings or with homeless women preferred. Related practical experience may be substituted for a portion of education.
- Access to a vehicle is required
- Ability to assess situations, work independently, show initiative and flexibility in meeting client needs
- Ability to motivate others
- Working knowledge of Frederick County human service agencies is preferred
- Must successfully complete Heartly House training within probationary period Maturity, reliability, dependability

Signed by Employee: _____ Date: _____

Printed Name: _____

Signed by Chief Executive Officer as Supervisor: _____

Printed Name: _____ Date: _____