

**COMMUNITY HUMAN SERVICES
CULTIVATING HEALTH FOR SUCCESS PROGRAM
Job Description**

**PAP CODE: S-4
POSITION NO.: 34
EEOC CLASS.: 2**

**WC CLASS.: 951
POSITION: Supportive Services Coordinator
REPORTS TO: HUD Programs Supervisor**

I. FUNCTIONAL DEFINITION.

The Supportive Services Coordinator (SSC) will supervise 25-30 individuals who will be participating in the Cultivating Health for Success Program (CHS-HUD) funded by the United State Department of Housing and Urban Development and UPMC Health plan and managed by Community Human Services. This is a five year shelter plus care pilot project that includes collaboration between HUD, UPMC Health Plan, Metro Family Practice and Community Human Services. The focus of the project is the creation of a residential environment that fosters greater autonomy, coordinated care and the ability of participants to bridge the gap from homelessness to permanent housing.

The SSC will assess, plan, refer, and coordinate the services and progress of individuals under his or her charge during their transition into permanent housing and their maintenance in that housing. This will involve serving as a point of contact for participants and developing and maintaining a collaborative relationship with participants and other program/collaborative staff. The SCC is responsible for compiling and coordinating client information and presenting this information in both written and verbal forms.

The SCC is under the general supervision of the HUD Programs Supervisor.

II. RESPONSIBILITIES / DUTIES.

The Supportive Services Coordinator will:

Counsel:

1. Independently counsel and guide participants in identifying and working through personal issues and link clients to appropriate referral resources such as community agencies and other service providers for counseling, health issues, crisis intervention, life planning, and other issues as needed.
2. Establish a supportive relationship with participants to assist them in improving their outlook and coping mechanisms.
3. Be available for supportive counseling as needed.

Case Management:

1. Encourage residents to use the program as a bridge to independent living.
2. Assist residents in identifying and reaching goals.
3. Keep alert to signals or potential problems and work with the resident and other staff to institute preventative measures.
4. Develop crisis management plans.
5. Address complaints, incident reports, challenging behaviors and other situations promptly using appropriate resources and interpersonal skills.
6. Use discretion and judgment to assist and intervene effectively in crisis situations.
7. Explain program services, requirements, and methods.
8. Perform all other duties as assigned.
9. Collaborate with the participant's team, which includes but is not limited to, the participant, Metro Family Practice, UPMC Health Plan care management, Community Care Behavioral Health (CCBHO) care management and HUD.
10. Maintenance of participant record in accordance with HUD regulations and expectations.

III. QUALIFICATIONS / REQUIRED ABILITIES.

1. MSW or equivalent degree plus a combination of life, work, and educational experiences.
2. Strong background that includes knowledge of issues and navigation of systems inclusive of physical health, mental health, drug and alcohol and potentially developmental delay/cognitive impairments.
3. Strong organizational skills.
4. Excellent communication and interpersonal skills.

5. Working knowledge of the social service system.
6. Willingness to work collaboratively within a team approach.
7. The ability to travel by their own vehicle independently.

Applicants should submit their cover letter and resume to:

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EOE