Reports to: Executive Director

Fulltime position: Primarily Monday – Friday, must be able to work 2 evenings per week and at HEARTH fundraising events

The Direct Services Coordinator is an essential part of the team at HEARTH. In this role, the ideal candidate will be an experienced strategic thinker, problem-solver, and doer who is responsible for providing, coordinating and evaluating services provided to our clients. The candidate will serve as the direct contact to clients in the program from intake through exit and liaison to other service providers; assist clients in obtaining the resources necessary to reach their goals to maintain their safety, increase their income, and secure permanent housing.

The DSC is responsible for maintaining occupancy at 85%-100%. Meeting this goal would include gathering referrals, interviewing prospective clients, supporting clients in setting and accomplishing goals, and connecting clients with resources to support their economic self-sufficiency.

The candidate should be knowledgeable about strength based intervention, trauma informed care, socioeconomic/cultural diversity and community resources. Candidates should also have experience in needs assessment, case management, goal setting, and inter agency collaboration. This is a unique opportunity for a motivated, independent and experienced social worker to make a lasting impact on improving the lives of domestic abuse survivors and their children through transitional housing and support services.

About HEARTH: Homelessness Ends with Advocacy, Resources, Training, and Housing. HEARTH provides transitional and permanent housing to homeless women with children but HEARTH provides more than a temporary home. HEARTH Program Participants are required to pursue employment or education and attend classes that offer life skills. Food, clothing, resources, and an Early Head Start program are among the supportive services HEARTH offers to facilitate client success. HEARTH offers a hand up, not a hand out, and our model works. Our program boasts an impressive success rate, with 84% of participants obtaining permanent housing, 75% securing full time employment, 80% increasing their education level, and 89% increasing their income level.

This position is located in North Hills.

Salary Range – Low to Mid $40’s

Duties and Responsibilities:

A. Program Participant Interaction
   - Collaborate with other agencies for referrals
   - Schedule the initial assessment and intake screening of all clients applying for housing.
   - Individual and group counseling; must be available 2 evenings per week for case management.
   - Gather and disseminate educational information and facilitate involvement in appropriate training
   - Coordinate group meetings i.e., program participant meetings, support groups, etc.
   - Assist families participating in the program with the development of a service plan to identify the family’s specific strengths and challenges so that appropriate services can be provided.
   - Monitor individual service plans to insure the satisfactory delivery of needed services.
   - Monitor participants progress toward contracted goals developed in the service plan.
   - Coordinate services with partner agencies for participants and/or their children.
   - Take all calls from individuals seeking housing; set up and participate in interview process.
   - Complete surveys on entrance and exit that are part of the Outcome Measurement study

B. Community Interaction
   - Advocate for clients with off site providers
   - Refer program participants to additional resources
   - Work at all HEARTH Fundraising events
   - Represent HEARTH through work with various organizations
   - Work with partner agencies that provide onsite services
   - Identify and coordinate clients to speak at events

C. Administrative Responsibilities
   - Document case activity and services to participants.
   - Collect and record required information in client database
   - Complete LIHTC paperwork and monthly rent rolls
   - Attend weekly supervision case conferences.
D. Supervision

- Provide supervision to Evening and Weekend Managers, interns as needed
- Offer guidance via problem resolution and crisis management
- Arrange coverage during vacation
- Complete performance evaluations
- Coordinate effective cooperation in providing services to Program Participants

Qualifications:

- Masters Degree in Social Work or a related discipline with two years experience or a Bachelors Degree in Social Work or a related discipline with five years experience.
- Competence in Microsoft office and computer documentation
- Experience working with individuals and groups.
- Experience working with low-income single parent families.
- Knowledge of Community Services
- Current Drivers license and insurance

Required skill sets:

- Organizational Skills (interviews, case notes, supervisory communication)
- Boundary setting with Program Participants
- Ability to be part of a team with other staff (information sharing, problems, events work, deliveries)
- Good written and verbal skills (case documentation, interviews, tours, letters)
- Ability to multi-task and switch tasks quickly (phone, interview, session, meeting, resource)
- Ability to keep clients on task in sessions