Field Service Coordinator

We are seeking a Field Service Coordinator to serve as the first point of contact for residents into the Allegheny Link and the Allegheny County Continuum of Care. Coordinator will be responsible for providing information/assistance and short-term care management to individuals of any age with a disability, individuals over 60 with or without a disability or those in a housing crisis, both in the field and over the phone. Coordinator will be a liaison between the community and the Allegheny Link and maintain a presence in the community in places such as the Severe Weather Emergency Shelter, the mobile medical van, the 412 Youth Zone, day drop-in centers and other venues to increase access to the system for people who are homeless. Additional responsibilities will include:

* Asking consumer what immediate needs they have and assists the consumer with addressing those needs.
* Providing preliminary eligibility screening for other publicly and privately funded programs.
* Educating consumer on program options.
* When needed, advocating on consumer's behalf and when appropriate assisting the consumer to empower themselves to advocate on their own behalf.
* Engaging consumer in a way in which they are comfortable.
* Serving as information clearing house on issues/resources for individuals over 60, anyone of any age with a disability or those facing a housing crisis.
* Advocating on a system level to ensure timely access to services and supports for consumers.
* Assisting in completing consumer paperwork.
* Providing follow-up for consumer contacts.

Master's/Bachelor's degree, from an accredited college or university, in a field of study related to social services, with 1-2 years of experience in field work related to social services. Incumbent should be able to acquire a thorough understanding of all local, state and federal health and human services programs with an emphasis on housing programs and programs that serve aging persons or persons with disabilities of all ages; communicate effectively, both orally and in writing and be able to build partnerships with a wide range of individuals and organizations. Coordinator should also be able to multi-task within time constraints and work as part of a high-performance team of professionals. Position will involve frequent travel, so a valid driver’s license and access to a reliable vehicle are
required. Due to the nature of the position, incumbent will be required to also work evening and weekend hours to meet the needs of consumers.

As the Allegheny County Department of Human Services moves toward full integration, the individual must be open to expanding their knowledge base and to working collaboratively to forward this goal.

Annual Salary: $45,000 plus comprehensive benefits package.

Interested candidates should complete an application and submit a resume and cover letter online at:

Website: http://www.greatlakesresearch.com
OR
Apply through direct link to application: https://secure3.entertimeonline.com/ta/6120442.jobs?ShowJob=100785157&prevScreenX=0&prevScreen...

Cover letters should be emailed to: careers@greatlakesresearch.com. Please include the job title in Subject field.