

LUMINEST JOB DESCRIPTION

Position Title: Supportive Services Coordinator

Reports To: Senior Supportive Services Coordinator

Direct Reports: None

Position Classification: Non-Exempt

The Supportive Services Coordinator position involves coordinating support services, providing case management and planning activities for the residents of the Tax Credit properties managed by the agency. The position will coordinate all aspects of a self-sufficiency program. The position will perform liaison work between public and private local community support organizations and residents of the developments. This will include working with outside agencies, family and staff, and/or creating a system of volunteers to provide support in the areas including, but not limited to: parenting, housekeeping, resident conflict resolution, socialization, fulfilling lease obligations, transportation, and counseling.

Position Responsibilities:

- Provides general case management (including intake) and referral services to all residents needing such assistance. May provide formal case management when such service is not available through the general community. This may include evaluation of social needs, the development of an individual case plan for services and reassessment.
- Establishes linkages with all agencies and service providers in the community.
- Research and identify potential sources for the residents. Sets up and maintains a directory of providers for use by project staff and residents. Refers and links the residents to service providers in the general community.
- Plans, coordinates and arranges social and recreational activities for residents.
- Develops and/or coordinates educational, social and recreational activities for youth.
- Educates residents on service availability, application procedures, client rights, etc.
- Assists residents in building informal support networks with other residents, family and friends.
- Sets up volunteer support programs with service organizations in the community, and within the tenant associations. Works closely with tenant associations.
- Maintains comprehensive case records, summaries, statistical and narrative reports and completes required forms.
- Plans and develops programs, implementation and coordination to ensure that program goals and current operations are in compliance with department and Federal/State rules, regulations, policies and procedures.
- Performs related work as required.

Position Skills:

- Possess a valid driver's license.

- Must possess effective oral and written communication and interpersonal skills.
- Must possess initiative and problem-solving skills.
- Ability to function independently, have flexibility and the ability to work effectively with residents, co-workers and community contacts.
- Possess knowledge of principles and practices of social work and the ability to apply same to essential job duties.
- Have knowledge of social, economic, health problems, cultural differences and resources for assisting residents in these areas.
- Bi-lingual English/Spanish preferred.

Position Qualifications:

One year of experience in public or private human relations or counseling work, and a bachelor's degree in one of the social services, psychology, or related field; or an equivalent combination of experience or training.

Company Framework: The purpose of this job description is to outline the structure within which this position is to operate and to assure a general understanding of the associated expectations. Throughout the course of performing job functions, it is essential that these job responsibilities are carried out within the larger framework of Luminest's strategic plan, as well as its Mission, Vision, and Core Values. Employees are expected to be engaged in valuing and growing in these core values: Service, Integrity, Accountability, Teamwork and Equity.

The job functions listed are not intended to be exhaustive or to exclude activities that may fall under other duties as assigned. This job description will also be used as a tool to evaluate employee performance and assess the nature of the fit between the employee and the job functions.

This document will be updated on an ongoing basis and reviewed and updated periodically with the employee as the company changes and necessitates revisions to this position. This document does not preclude reasonable accommodation.

We have each read, understood, and support the organizational team and position descriptions described above, as well as the Luminest Vision, Mission and Values.

Employee Signature: _____ Date: _____
 Supervisor Signature: _____ Date: _____

Updated annually before each employee review