

JOB DESCRIPTION

Title: Program Coordinator/Navigator	Division/Department:
Department: Project Home	FLSA Status: Exempt
Reports To: Community Programs Director	Employment Status: Fulltime

SUMMARY

Project Home is program administered by SCHRC through grant funds managed by Hearth with the goal of working to end homelessness. Project Home works collaboratively with service providers, housing organizations, and the area counties to assist individuals in obtain housing. The individual's duties are divided between the role of Program Coordinator and that of a Housing Navigator

PRIMARY RESPONSIBILITIES

Program Coordinator:

The goal of this position is to ensure that Project Home Staff administers rental assistance grants and provides intensive case management services according to program requirements in order to support participants' housing stability.

- Programmatic or direct service providing services to Adults with Serious and Persistent Mental illness, rental assistance administration or programs serving people who are homeless.
- Provide on-site supervision and case management direction for Project Home direct care staff.
- Provide guidance and support to staff with regards to ARMHS, Healthy Pathways and Housing Supports.
- Screen applicants and assist with applications for rental assistance.
- Monitor and track applications coming from Coordinated Entry.
- Complete VI-SPDAT screenings
- Experience working in collaboration with multiple parties with diverse interests.
- Network and actively participate in 5 county area community resources meetings: Local Advisory Councils, Homeless Response Teams, Continuum of Care, Council of Directors, and Children's Mental Health Resources.
- Manage grant funding within guidelines provided by Hearth Connection and South Central Human Relations Center.
- Track and support compliance including policies, documentation, and file maintenance for each household receiving rental assistance.
- Communicate and monitor housing, ARMHS services, Healthy Pathways, and case management services provided by the team's staff across Project Home's 5 county geographical area.
- Communicate with and educate community resource providers to ensure and support service philosophy implementation.
- Support compliance, documentation, and file maintenance for each household receiving ARMHS services.

Housing Navigator:

As the Housing Navigator for Steele, Dodge, Waseca, Rice and Freeborn counties, this staff person will maintain a working relationship with approximately 6 to 8 high needs households that are referred from the coordinated entry list, after being identified as qualifying for this level of service. The responsibilities will include providing general support services with households on their caseload including connecting them to mainstream

services (SNAP, SSI/SSDI, etc.), maintaining contact with them so providers can locate them when openings occur, entering appropriate data and updates into HMIS, assisting them to resolve crisis that occur prior to their assignment to an ongoing housing program, and then helping to coordinate a smooth transition to the new housing provider once one is identified. The Navigator will gather third party documentation to verify eligibility for services and funding sources and will communicate regularly with the Regional Coordinated Entry Specialist and assist in determining the appropriate housing program for the individual. The Navigator will act as a liaison between the regional coordinated entry specialist and local housing providers, and will attend local coordinated entry meetings.

SECONDARY RESPONSIBILITIES

Perform miscellaneous projects and complete various tasks as requested by management.

JOB SPECIFICATIONS

Education, Experience and Credentials

- Minimum: Bachelor's degree in Behavioral Health or related field from an accredited college or university.
- Minimum: One year experience in the Behavioral Health field.
- Preferred: One year experience as a lead or supervisor.

Level of Access for Electronic Protected Health Information

Clinical Staff

Knowledge, Skills and Abilities

- Ability to maintain a program budget.
- Ability to assist staff and clients with crisis situations.
- Ability to perform program evaluation.
- Ability to listen, comprehend, and effectively communicate information both written and orally to all individuals.
- Fluency in English and another language is a preferred qualification but not required.
- Knowledge of mental health treatment services.
- Knowledge of supportive housing issues.
- Knowledge of departmental regulations and policies.
- Ability to make decisions independently within ascribed authority.
- Ability to interview and elicit facts and accurate data pertinent to community-based care plans.
- Ability to maintain patience, confidence, and composure under pressure or adverse circumstances.
- Ability to schedule one's time and activities efficiently.
- Ability to coordinate services with other service providers.
- Ability to manage projects independently and effectively prioritize multiple tasks.
- Strong computer skills and experience with Microsoft Word, Excel, and Outlook.
- Ability to be proactive and demonstrate successful leadership under pressure.
- Ability to contribute to the team approach of the organization.
- Ability to support the contributions of other members of the team.
- Ability to maintain confidentiality of sensitive, confidential materials, and information

PHYSICAL REQUIREMENTS

- Requires incumbent to work inside, outside, alone, with others, around others, and have contact with the public.
- Activities that occur continuously are: talking, hearing, and using near vision.
- Activities that occur frequently are: using far vision, sitting, and climbing staircase.
- Activities that occur occasionally are: standing, walking, depth perception and visual accommodation.
- Activities that occur infrequently are: bending, stooping, pushing, pulling, twisting, reaching at, above, and below shoulder level with both shoulders individually or at the same time, use of fingers and hands for handling and fine manipulating, the use of both feet for repetitive movements, utilizing color and peripheral vision, lifting, and carrying up to 24 pounds.

TOOLS AND EQUIPMENT USED

Use general office equipment including but not limited to: calculator, computer, copy machine, pager, telephone, cell phone, dictation equipment, file cabinets, and TV/VCR/DVD. This position **does** require the operation of an automobile. It does require the individual to see clients in their homes and in the community.

WORK ENVIRONMENT

Duties are performed indoors in an office and in various community settings.

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Employee Signature

Date

Supervisor Signature

Date