



Job Description

Title: Supportive Services Specialist – FT, Hourly, Non-Exempt
Department: Client Programs
Reports to: Team Lead, Programs Manager/Associate Director, Director of Client Programs

This position functions as a collaborative team partner among VSH associates, reporting directly to the Team Lead to address client needs of VSH – serving low income and disabled adults who may be experiencing homelessness and repeated incarcerations. In addition to the below duties, responsibilities, and physical/sensory requirements, the successful incumbent in this position demonstrates experience initiating and sustaining a high level of accountability resulting in positive outcomes, is mission-focused and demonstrates previous experience successfully collaborating with all levels of staff, volunteers, community, and board members.

Duties/Responsibilities:

- Effectively self-manages and collaborates with all levels of staff and clients with varying needs ensuring timely and efficient utilization of resources; preventing return to homelessness and incarcerations while ensuring adherence to organization and regulatory requirements; ensuring licensure compliance as well as business process improvement measures for quality assurance and self development as well as development of the organization
- Provides case management expertise to include but not limited to assessments, treatment planning, supportive counseling, linking to community resources, monitoring progress, collaboration with other providers, and care coordination
- Advocates for clients in court, may testify on behalf of the client and/or services, collaborates with law enforcement, public defenders, and department of corrections
- Maintains information in each client's EHR to include demographics, assessments, treatment plans, progress notes, and discharge summaries
- Maintains compliance with required reporting, data entry and quality control
- Assists with necessary outreach and engagement activities to include clients and their families, community providers, landlords and medical personnel
- Participates in weekly staff meetings, scheduled supervision meetings, and other required meetings and/or trainings
- Completes daily time sheets accurately to document time spent with clients and ensure that each grant-related activity is recorded correctly
- Works with landlords, community services providers, and oversight entities to provide good customer service, ensure responsiveness of VSH client supportive services, and achieve high rates of housing stability and other consumer outcomes
- Adheres to oversight entities' regulations regarding paperwork and service delivery

- Identifies individual client services needs through ongoing outreach, engagement, screening and assessment activities
- Maintains sufficient contact with clients served to ensure engagement with client services; identifies emerging needs and promotes goal attainment
- Assists clients with securing and maintaining entitlements and benefits through DSS and other income and disability support resources
- Serves a key role in supporting clients, fundraising and overseeing and/or collaborating with volunteer initiatives as well as other cross-departmental needs in order to achieve overall success of the organization; identifies improvement opportunities and solutions impacting organization success.
- Serves as key team representative, attending and participating in meetings building relationships for improved client services, fund raising, and supporting volunteerism
- Serves on team which may encompass interviewing candidates and collaborating with others in determining best fit meeting VSH best practices as well as supporting ongoing team initiatives that focus on associate retention
- Maintains, prepares and provides efficient reporting; may present and explain data and expertise to any level of staff, board, or community
- Collaborates with other departments and outside partners effectively ensuring team- oriented client-centered focus as well as creating a safe and secure environment for clients, staff, and visitors; provides on-call coverage as necessary; advises supervisor and others as needed, ensuring adherence to best practices

Knowledge, Skills and Abilities:

- Bachelor's degree in human services and one year of experience in the field of direct services with adults with low-income, physical disabilities, behavioral health and developmental disorders, and/or history of homelessness and incarcerations; establishing supportive trusting relationships with such clients, peers, and key partners, respecting rights and personal preferences OR Bachelor's degree in an area other than human services and five or more years of case management experience in the field as referenced above
- Knowledge of homeless and offender population and appropriate community resources, especially entitlement and housing resources
- SOAR certification and experience strongly preferred
- Knowledge of mental illness, substance abuse disorders, community resources, medication management, and recovery concepts
- Certification in CPR and First Aid
- Requires high level of organization skills, including attention to detail, planning, prioritizing, multi-tasking and meeting deadlines in a fast paced environment
- Requires excellent communications skills including verbal, written, presentation and listening
- Must exhibit high level of accountability and good decision making skills including the ability to analyze information, evaluate results and recommend/implement the best solutions to solve



difficult problems or challenges, using good judgment when to include others/supervisors as needed

- Must exhibit proven success working with change management and culture shifts, exhibiting day-to-day flexibility in handling multiple priorities and organization initiatives, maintaining accountability for achieving improved performance metrics ongoing while exhibiting a positive attitude even when challenging
- Must demonstrate proven ability to collaborate effectively with volunteers, all levels of staff and key stakeholders throughout the organization, community and partner organizations
- Must possess excellent computer skills including use of Microsoft Office
- Must have be comfortable with development of self and others; effectively collaborating among interdisciplinary teams
- Prior experience in a human services environment supported by grants required; knowledge of electronic health records/data management and Medicaid billing helpful
- Must possess a high level of professionalism and must have proven experience successfully demonstrating the ability to maintain strict confidentiality as well as maintain a positive, collaborative, and supportive attitude
- Frequent local travel and some occasional State-wide travel required, approx 10%
- Valid VA Driver’s license
- Must have access to a personal vehicle available for use in performing job functions
- Must successfully pass VSH insurance review, including background check and other pre-employment screenings
- Other duties as assigned

Physical and Sensory Requirements:

Mobility, walking, climbing, sitting, standing, reaching, bending, lifting (minimum of 10 lbs), fine hand coordination, ability to read, write, listen and speak clearly, the ability to understand and follow written and oral instructions and directions, ability to drive a vehicle and travel, and ability to remain calm under pressure. Must be able to sit and/or stand for extended periods of time. Must be able to use computer, cell phone, monitor, mouse, and keyboard extensively.

Virginia Supportive Housing is an equal opportunity employer and maintains a drug-free workplace.

EMPLOYEE ACKNOWLEDGMENT OF REVIEW AND RECEIPT

Print _____ Signed _____ Date _____