



Support Services Coordinator

Full-time, salaried,

Position Summary:

The Catherine McAuley Center Staff provide a safe, welcoming environment to help individuals become engaged and take an active role in building a better future through innovative services offered in housing and education. Programming is designed utilizing a female-responsive structure. The Support Services Coordinator provides individual case management and group services to women residing in CMC's Transitional Housing program and Aftercare program. The Support Services Coordinator will develop and maintain community connections with other service providers and community initiatives.

Accountability:

The Support Services Coordinator is directly responsible to the Housing Program Manager for matters related to the housing programs.

Qualifications:

- BA degree in social work or human service related field preferred.
- Experience working with the female population, the homeless, and/or those experiencing co-occurring disorders.
- Ability to work daytime and evening hours and be on an on-call rotation.
- Valid driver's license and proof of insurance.
- Demonstrate empathy regarding woman's individual history and experiences.
- Possess flexibility in role to meet the needs of clients and the agency.
- Provide opportunities for client's growth by modeling healthy communication and relationship skills.
- Excellent written and verbal/oral communication skills.
- Strong interpersonal skills and ability to work effectively with others as part of a team.
- Ability to develop rapport with people of all ages, backgrounds, and economic resources, and to treat others in a friendly, courteous, and appreciative manner.
- Flexibility and ability to handle stress and new or undefined situations.
- Ability to maintain confidentiality concerning volunteers, clients, students, children, and staff or agency business.
- Strong organizational skills with ability to prioritize projects and tasks.
- Ability to work with minimal supervision, take initiative, and manage multiple projects with changing priorities.
- Computer skills, including experience with Microsoft Office Suite and databases, and/or ability to learn new software and systems.
- Behave as a professional representative of CMC and communicate the mission and activities.
- Knowledge of and sensitivity to issues related to literacy, immigrants, refugees, women, poverty, and mental illness.
- Commitment to the CMC mission and the values of the Sisters of Mercy.

Responsibilities:

Support Service Provision

- Meet with assigned Transitional Housing caseload individually on a weekly basis, minimum.
- Develop and implement Aftercare programming including, but not limited to, case management services and Aftercare specific group facilitation.

- Meet with Aftercare clients on a bi-monthly basis, minimum.
- Facilitate connections between clients and community resources.
- Complete necessary documentation utilizing designed documentation systems and maintain client files.
- Implement crisis management skills as needed to address client's emergency needs.
- Perform duties as part of the On-Call rotation.
- Provide assistance and guidance with resident-led initiatives.
- Provide transportation support to clients as needed.
- Collect and track housing fees for Transitional Housing Program residents.
- Develop and facilitate flexible group schedule and selection to meet resident's needs (community outreach, supplemental interest groups, etc.)
- Identify community engagement activities and provide support for client involvement.
- Support/lead objectives of grant funded projects.
- Ensure daily facility operations are adequate to meet resident needs (monitor cleanliness, cleaning and preparation of rooms for new clients, etc.)
- Assist clients with moving in/out of housing locations.

Public Relations

- Collaborate with other service providers in specified initiatives (Sleep Out for the Homeless, The Tapestry, etc.)
- Provide information to potential residents, volunteers, and community members about the services that Catherine McAuley Center offers.
- Assist with CMC fundraising and promotional activities as needed.

General Agency Duties

- Assist with shared staff responsibilities of facilities and equipment.
- Demonstrate a commitment to the mission of CMC.
- Present a positive image of the Center and its programs.
- Serve on CMC event committees as needed.
- Maintain clean and organized facilities including the storage and archives.
- Assist with the shared staff responsibilities for security of the clients/volunteers and building.
- Perform other duties as assigned.

Physical Work Requirements

- While performing the duties of the job, the employee is regularly required to talk and hear.
- The employee is regularly required to stand, walk, sit for extended periods of time, work at a computer, and engage in repetitive hand and/or wrist movements
- The employee occasionally lifts and/or moves up to 40 lbs.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read the job description and understand the responsibilities I am assuming in accepting this position.

Name

Date

Reviewed/revised: 9/15, 5/18