

**SERVICE COORDINATOR
HEARTLY HOUSE, INC.**

This is a full-time (35 hours/week), benefitted position that reports directly to the Residential Services Director. Shifts are a combination of daytimes and evenings from 8am-3:30pm and 2:30-10pm. Cover letters and resumes may be emailed to: shelter.dir@heartlyhouse.org. Position open until filled.

AREA OF RESPONSIBILITIES

- Provides service coordination to clients residing in Heartly House shelter and housing programs and clients receiving services through other agency departments
- Provides shelter coverage and direct client services during isolated shifts including evenings and weekends to ensure availability to clients
- Conducts client screening, intake, and needs assessment for residential programs. Teams with Residential Services Director or Lead Service Coordinator on eligibility as needed.
- Develops, implements, updates, and evaluates individual client service plans on an ongoing basis
- Regularly and frequently monitors and assesses clients in achieving their goals
- Assists clients with information/referrals to appropriate service resources including but not limited to housing, health, education, training, childcare and/or employment
- Advocates on behalf of clients to ensure access to service resources outside of Heartly House
- Enforces program policies and procedures
- Provides crisis intervention to residential clients
- Mediates conflicts between residential clients
- Assists with inventory and management of food, shelter supplies, and donations
- Keeps accurate case and financial records
- Assists with preparation of grant applications, statistical, and narrative program reports for residential programs as directed
- Maintains client confidentiality at all times
- Maintains shelter security at all times
- Meets with Residential Services Director regularly for supervision as directed
- Attends Heartly House staff and departmental meetings as employment schedule permits
- Adheres to all Heartly House philosophies, policies, and procedures
- Other duties as assigned by Residential Services Director and/or Executive Director

EDUCATION AND EXPERIENCE

- BA/BS in Human Services or a related field. Related practical experience may be substituted for a portion of education.
- Experience in case management/service coordination, shelter settings, and with clients experiencing trauma and homelessness
- Maturity, reliability, dependability, punctuality
- Ability to assess situations, work independently, show initiative and flexibility in meeting client needs
- Ability to motivate others
- Fluency in Spanish preferred
- Working knowledge of Frederick County human service agencies preferred
- Knowledge of trauma-informed services and working within an empowerment model preferred
- Knowledge of intake, interviewing, and crisis intervention preferred