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|-------------------|-------------------------------|-------------------|--|---------------|
| <b>DATE:</b>      |                               | <b>POSITION</b>   | <b>CASE COORDINATOR - RAPID RE-HOUSING</b> |               |
| <b>INCUMBENT</b>  |                               | <b>SUPERVISOR</b> | <b>CHIEF PROGRAM OFFICER</b>               |               |
| <b>DEPARTMENT</b> | <b>DIRECT CLIENT SERVICES</b> |                   | <b>FLSA STATUS</b>                         | <b>EXEMPT</b> |

**POSITION PURPOSE**

Save The Family’s Service Client Services is staffed with degreed Client Service Professionals. The Case Coordinator manages a caseload of families, assisting clients with locating and securing rental housing in the community. In collaboration with client families, the Case Coordinator assists with obtaining and completing paperwork, identifying referral sources, and provides direction toward setting and meeting goals.

- MINIMUM QUALIFICATIONS**
- A Bachelor’s degree in social services, or related field from an accredited college or university is required.
  - Some professional or volunteer/intern experience in the non-profit sector is preferred.
  - Possess strong cultural competence for both cultural and economic characteristics.
  - Demonstrate proficiency in grammar and spelling.
  - Demonstrate excellent interpersonal communication skills.
  - Be able to proficiently speak, read and write the English language.
  - Since position requires frequent driving to various job sites to provide services and occasionally transport clients, a valid Arizona driver’s license, reliable transportation, current auto insurance, and clean driving record are required
  - 25 years of age or older for liability insurance requirements.
  - Valid Arizona Fingerprint Clearance Card OR must qualify for a valid Arizona Level One Fingerprint Clearance Card.
  - Eligible to work in the United States of America.
  - The candidate must have flexible availability. Office hours are Monday through Friday 8am-5pm, though this position has a varied work schedule and will include evenings and occasional Saturday events.

- OTHER KNOWLEDGE, SKILLS AND ATTRIBUTES**
- Demonstrate a commitment to the mission, vision, and values of Save the Family Foundation of Arizona.
  - Demonstrate knowledge of the process for helping families secure rentals and sign leases in the East Valley.
  - Be a self-starter with excellent time management skills.
  - Possess a collaborative way of working.
  - Be familiar with Save the Family’s service population, including diverse cultural and socioeconomic characteristics.
  - Demonstrate proficiency in Microsoft Office Suite including Word, Excel, and Outlook.
  - Maintain strict confidentiality.
  - Behave professionally in manner and appearance.
  - Be consistently organized and flexible.

- Be able to work hours outside the standard Monday – Friday 8:00 AM to 5:00 PM timeframe and to travel, if necessary. (will include some evenings and occasional weekend events)

#### KEY RESPONSIBILITIES

- Help Families Secure Permanent Housing and income to support that housing.
- Conduct interviews and work with families to complete the required assessments, understand and sign prescribed documentation and case plans within the time frames of the RRH programs.
- Develop, communicate and monitor case plan goals and the program budget.
- Act as a liaison to the community, advocating for client tenant families and their needs.
- Facilitate the financial paperwork between the tenant, the housing provider and STF in a timely manner.
- Maintain effective communication with tenants to monitor timely progress and compliance with case plan goals, and meet with client tenants a minimum of 1 times/month
- Attend treatment team meetings to report on client tenant progress & program budget.
- Recertify tenants quarterly based on performance on income, reducing debt, increasing savings.
- Assess tenant needs and the barriers to addressing those needs.
- Maintain and complete organized client files (with 95% accuracy as documented by STF file audits), compile and produce reports and analyses of program effectiveness as requested, and enter data into HMIS (with 95% accuracy per HMIS audits) and other computer data base systems.
- Collaborate with the Community to establish and maintain referral resources, educate the community on the STF programs.
- Record, enter, and monitor client data per contract requirements.
- Maintain detailed timekeeping.
- Coordinate client tenant move-ins/move-outs.
- Provide a customer service focused effort to work with the public, volunteers, clients, and other staff members as needed.

#### SUPERVISORY RESPONSIBILITIES

None

#### PHYSICAL DEMANDS

| Physical Demand                     | Definition (ADA)  | Requirements   |
|-------------------------------------|---|--|
| Stand or sit                        | Stationary position   | Must be able to remain in a stationary position 80% of the time.   |
| Walk                                | Move, traverse  | The person in this position needs to occasionally move about inside the office to access file cabinets, office machinery, etc.               |
| Use hands/fingers to handle or feel | Operate, Activate, Use, Prepare, Inspect, Place, Detect, Position | Constantly operates a computer, telephone and other office productivity machinery, such as a calculator, copy machine, and computer printer. |

|                                   |   |  |
|-----------------------------------|---|--|
| Climb (stairs/ladders) or balance | Ascend/Descend, Work atop, Traverse   | NA   |
| Stoop, kneel, crouch, or crawl    | Position self (to), Move  | Infrequently positions self to maintain computers and files            |
| Talk/hear                         | Communicate, Detect, Converse with, Discern, Convey, Express oneself, Exchange information  | Must constantly communicate With clients, staff and the public         |
| See                               | Detect, Determine, Perceive, Identify, Recognize, Judge, Observe, Inspect, Estimate, Assess | Must constantly read, type and view documents and the computer screen. |
| Taste/Smell                       | Detect, Distinguish, Determine  | N/A  |
| Carry weight, lift                | Move, Transport, Position, Put, Install, Remove   | Must frequently lift and move supplies weighing up to 50 pounds.       |
| Exposure to elements              | Exposed, Work around  | Constantly works indoors   |

**NOTE**

This position profile identifies the key responsibilities and expectations for performance. It cannot encompass all specific job tasks that an employee may be required to perform. Employees are required to follow any other job-related instructions and perform job-related duties as may be reasonably assigned by his/her supervisor.

**SIGNATURES**

**ACKNOWLEDGEMENT**

I acknowledge receipt of and understand this job description. I agree to abide by the requirements described herein as a condition of employment with the Save The Family Foundation.

**Incumbent:**

**Date:**

**APPROVAL**

I have reviewed and collaborated with the incumbent on this job description. I approve the contents herein as being of significant and relevant importance to the delivery of services within my scope of accountability.

**Supervisor:**

**Date:**

**CERTIFICATION**

I approve the contents herein as being of significant and relevant importance to the achievement of the mission of the Save The Family Foundation.

**CEO:**

**Date:**