



<b>DATE:</b>		<b>POSITION</b>	<b>VALOR RESIDENT SERVICES CASE COORDINATOR</b>		
<b>INCUMBENT</b>		<b>SUPERVISOR</b>	<b>SENIOR RESIDENT SERVICES MANAGER</b>		
<b>DEPARTMENT</b>	<b>CLIENT SERVICES</b>		<b>FLSA STATUS</b>	<b>EXEMPT</b>	

<b>POSITION PURPOSE</b>
The primary role of the Valor Resident Service Coordinator (VVRSC) is to oversee the development and coordination of the Resident Services Program for residents at Valor on Eighth. The Coordinator works with a network of service providers to make sure the resident needs are met.

<b>MINIMUM QUALIFICATIONS</b>
<ul style="list-style-type: none"> <li>• A Bachelor’s degree in social services, or related field from an accredited college or university is required.</li> <li>• 1-2 years related experience and/or training is required.</li> <li>• Possess strong cultural competence for cultural, economic characteristics and working with residents from diverse background with a special emphasis on veterans.</li> <li>• Demonstrate proficiency in grammar and spelling.</li> <li>• Demonstrate excellent interpersonal communication skills.</li> <li>• Be able to proficiently speak, read and write the English language.</li> <li>• 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</li> <li>• 25 years of age or older for liability insurance requirements.</li> <li>• Valid Arizona Fingerprint Clearance Card OR must qualify for a valid Arizona Level One Fingerprint Clearance Card.</li> <li>• Eligible to work in the United States of America.</li> </ul>

<b>OTHER KNOWLEDGE, SKILLS AND ATTRIBUTES</b>
<ul style="list-style-type: none"> <li>• Demonstrate a commitment to the mission, vision, and values of Save the Family Foundation of Arizona.</li> <li>• Bilingual capabilities a plus</li> <li>• Be a self-starter with excellent time management skills.</li> <li>• Possess a collaborative way of working.</li> <li>• Be familiar with Save the Family’s service population, including diverse cultural and socioeconomic characteristics.</li> <li>• Demonstrate proficiency in Microsoft Office Suite including Word, Excel, and Outlook.</li> <li>• Maintain strict confidentiality.</li> <li>• Behave professionally in manner and appearance.</li> <li>• Be consistently organized and flexible.</li> <li>• 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)</li> </ul>
<b>KEY RESPONSIBILITIES</b>

<ul style="list-style-type: none"> <li>• The VRSC will identify and implement needed direct services by identifying appropriate partners and creating an on-site social service team that will provide needed services to residents including: <ul style="list-style-type: none"> <li>- After-School Teen Programming</li> <li>- Financial Literacy</li> <li>- Career Services</li> <li>- Parenting</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• The VRSC is responsible for coordination in which support service staff work side-by-side with property management staff and leasing manager to develop a comprehensive approach to meeting resident needs which focuses on helping residents to sustain their housing.</li> </ul>
<ul style="list-style-type: none"> <li>• The VRSC will ensure all services are culturally appropriate and special-needs sensitive, and will work with partnering agencies to develop and implement a plan for engagement that will maintain the dignity of all residents.</li> </ul>
<ul style="list-style-type: none"> <li>• Evaluate the housing related needs of households and refer residents to the appropriate services which promote self-sufficiency, increase the tenants' likelihood of maintaining independent living and support positive life choices.</li> </ul>
<ul style="list-style-type: none"> <li>• The VRSC will follow best practice Service Standards for to ensure each resident of has an individual service plan.</li> </ul>
<ul style="list-style-type: none"> <li>• Maintain compliance monitoring standards ensuring all residents are registered in the Homeless Monitoring Information System (HMIS), with the exception of victims of domestic violence.</li> </ul>
<ul style="list-style-type: none"> <li>• Assist the veteran households by tailoring services to be flexible to the needs of the individuals.</li> </ul>
<ul style="list-style-type: none"> <li>• Ensure the delivery of a comprehensive service delivery system through the provision of general supportive services which promote housing stability.</li> </ul>
<ul style="list-style-type: none"> <li>• Coordinate with residents to access the on-site before/after school programming for tenant's children.</li> </ul>
<ul style="list-style-type: none"> <li>• Coordinate with community resources to engage tenants in on-site computer training, job training, job search assistance services and credit and financial counseling/education.</li> </ul>
<ul style="list-style-type: none"> <li>• Teach residents how to access community resources.</li> </ul>
<ul style="list-style-type: none"> <li>• Instruct residents on household management, apartment rental agreements and positive resident-landlord relationships.</li> </ul>
<ul style="list-style-type: none"> <li>• Coordinate and interface with the AZDVS and the Phoenix VA Health System's case management and to ensure collaboration of services.</li> </ul>
<ul style="list-style-type: none"> <li>• Prepare and submit all required reports and monitoring activities in a timely and accurate manner.</li> </ul>
<ul style="list-style-type: none"> <li>• Adhere to all behavioral General Competencies.</li> </ul>
<ul style="list-style-type: none"> <li>• Adhere to STF and ARM policies and procedures.</li> </ul>

<b>SUPERVISORY RESPONSIBILITIES</b>
None

<b>PHYSICAL DEMANDS</b>		
<b>Physical Demand</b>	<b>Definition (ADA)</b>	<b>Requirements</b>
Stand or sit	Stationary position	Must be able to remain in a stationary position less than 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:**

