

TENFOLD
JOB DESCRIPTION
Equal Opportunity Employer

JOB TITLE: Supportive Services Coordinator, Supportive Services Programs, Part time position

Date Written/Revised: June 2022

A. Basic Functions:

To provide supportive services to the residents at contracted rental communities. Services provided may include case management, housing and budget counseling, community building events, and workshops to increase self-sufficiency and opportunities for residents. The populations served include seniors, families, persons with disabilities and single persons.

B. Essential Functions:

1. Respond to referrals from Property Managers of residents in danger of losing housing, conduct needs assessment, follow-up support and home visits to ensure stability and prevention of eviction.
2. Establish and encourage adherence to a personal budget and case management plan through housing and budget counseling sessions.
3. Develop familiarity with the role of the Pennsylvania Housing Finance Agency (PHFA) and the requirements fulfilled by the Supportive Service Coordinator.
4. Create and maintain consistent communication channels, both verbal and written, between several parties, which could include the resident, property manager, family members and other service providers.
5. Coordinate quarterly on-site workshops, community activities and community recognition projects.
6. Develop knowledge of local, state and federal assistance programs (such as LIHEAP, rent rebates, Medicare/Medical Assistance, mental health services...)
7. Provide information and referral assistance regarding available support from appropriate social service agencies and/or community programs.
8. Encourage resident participation in property activities and promote leadership roles.
9. Maintain accurate client records and complete activity reports as necessary.
10. Monthly Food Box distribution (must be able to lift 20 pound boxes).

C. Other Functions:

1. Complete all appropriate monthly/annual report forms and data entry, including work with PHFA reporting system.
2. Maintain working client files with activity documentation and copies of all corresponding paperwork.
3. Assume other responsibilities as assigned by the Program Director

D. Supervision Exercised: None

E. Supervision Received: Responsible to the Program Director of Supportive Housing Programs

F. Minimum Knowledge, Skills and Abilities:

- Minimum Education Requirements- Bachelor degree in human services preferred. Two year degree AND relevant work experience required.
- Excellent communication skills especially listening, mediation and writing.
- Possess strong organizational skills with ability to meet a demanding workload.
- Detail oriented to complete requirements of files and contract compliance.
- Creative problem solver.
- General knowledge or understanding of tenants' and landlord's rights and responsibilities.
- Case management experience.
- Demonstrated knowledge of county social service agencies and community programs.
- Fluency in the English language is required. Spanish speaking ability is strongly preferred.
- Ability to develop budgets for residents and teach budgeting skills.
- Experience with computer and knowledge of Microsoft Office products.
- Valid driver's license and legal vehicle that is registered, inspected and insured.
- Sensitivity to cultural and socioeconomic characteristics of population served.
- A commitment to empowering others to solve their own problems.
- A commitment to Tenfold's Core Values: Empowerment; Innovation; Integrity; Diversity, Equity & Inclusion; Teamwork
- A conviction about the capacity of people to grow and change.
- The ability to establish a respectful relationship with persons served to help them gain skills and confidence.
- The ability to work collaboratively with other personnel and/or service providers or professionals.
- The capacity to maintain a helping role and to intervene appropriately to meet service goals.
- The ability to set appropriate limits/boundaries.

G. Work Environment and Physical Requirements:

1. Sitting for extended periods, frequent walking, standing, climbing stairs, reaching with hands and arms, use of hands and fingers for phone and keyboard.
2. Regular use of laptop/hot spot and cell phone
3. Regular talking and hearing.
4. Visual acuity (with or without corrective lenses) for close vision, distance vision, and ability to adjust focus.
5. Working conditions are generally indoors with periodic exposure to weather on facility grounds going to resident apartments, for events on site and when traveling to meetings.
6. Capacity to use stairs is required to access offices and residences
7. Occasional need for lifting up to 20 pounds, including monthly food box delivery

The above is intended to describe the general content of and requirements for performance of this job. It is not to be

construed as an exhaustive statement of duties, responsibilities or requirements.

H. Time Requirement: Non-Regular Part-Time Employment

I. Classification: This position is classified as non-exempt from overtime and compensation is paid on an hourly basis.

Employee's Name (printed)

Employee's Signature

Date

Equal Employment Opportunity

Tenfold is an equal opportunity employer and does not discriminate on the basis of race, gender, disability, ethnicity, religion, sexual orientation, national origin, age, citizenship, veteran status or genetic information.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties and responsibilities either unaided or with reasonable accommodation. The agency shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.