



Job Title	Social and Human Services Assistant (SSVF Service Coordinator)		
Direct Reports	N/A		
Department	Programming/Case Management	Reports To	SSVF Team Lead
Work Location	Pittsburgh	Hours	Monday-Friday 8:30am-4:30pm

Job Purpose	The Service Coordinator, under the Supportive Services for Veteran Families (SSVF) program, provides comprehensive outreach and case management services to Veterans and their households in Allegheny County. The SSVF Service Coordinator assists Veterans who are experiencing homelessness, or a housing crisis transition into permanent housing.
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<p>Principal (Essential) Duties</p> <p>Shadow the SSVF Team Lead and complete the following duties, as assigned:</p> <ul style="list-style-type: none"> • Provide direct and comprehensive housing case management to 30 Veteran households. • Complete SSVF assessment for eligible Veterans and maintain and update SSVF program case file with necessary documentation. • Schedule and facilitate monthly meetings with all SSVF clients and complete individual service plans, monthly budgeting plans, and provide appropriate referrals. • Collaborate and coordinate with other community resources such as permanent housing providers and social service providers. • Attend outreach events and promote SSVF services. • Attend weekly and monthly VLP and SSVF program meetings. • Maintain client confidentiality and adherence to HIPAA requirements at all times. • Complete all required documentation in a timely manner consistent with VLP guidelines. • Maintain agency required productivity standards.

<p>Main Objectives</p> <ul style="list-style-type: none"> • Develop strong interpersonal skills. • Demonstrate an ability to manage multiple priority projects. • Develop strong written and verbal skills. • Demonstrate the ability to work independently and self-directed. • Develop and demonstrate strong problem-solving abilities. • Develop organizational, verbal and written communication skills. • Develop strong presentation skills with professional behaviors, attitude and appearance. • Demonstrate proficiency in Microsoft Office Suite • Demonstrate ability to handle crisis situations and intervention responding to emergency situations.



Qualifications

- Demonstrated ability to treat people with respect under all circumstances and instill trust in other;
- Good computer skills including use of internet search tools, intranet and Microsoft Office Suite;
- Awareness and appreciation for military culture, military families and veteran issues.

Time Commitment:

- Program Start Date: tbd
- Time Commitment of 30 hours per week; Monday- Friday during hours of 8:30am to 4:30pm;
- Program duration to equal 4 to 6 months of participation.
- Program Mid- Session Evaluation: tbd
- Program End Date: tbd

Training and Orientation Plan

1st Month

- Meet all VLP staff and complete VLP programs orientation
- Shadow direct supervisor to learn tasks and objectives of role
- Complete VLP training plan to learn best practices and safety policies

2nd Month

- Begin completing tasks, as assigned by supervisor, with oversight
- Create and implement ideas regarding position and growth of the organization

3rd – 6th Month

- Complete tasks as assigned by supervisor