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Care Coordinator

Summary of Position: This position is responsible for the planning, facilitation, documentation and reporting of collaborative, holistic and person-centered care, in coordination with public and private service providers, driven by the case conferencing process. The Care Coordinator will be the primary point of contact for guiding individuals experiencing homelessness from the time of system entry subsequent intervention referrals. Internally this position will facilitate client referrals in accordance with Coordinated Entry System policies and procedures, while ensuring accurate data tracking and reporting of individual clients' movement through the system. The Care Coordinator also facilitates referrals for emergency shelter, rapid re-housing (RRH), and permanent supportive housing (PSH) for the Greater Richmond Continuum of Care (GRCoC). The Coordinator will use HMIS reporting to prioritize, assign and refer emergency shelter beds to individuals experiencing homelessness on a regular basis. Externally this position will schedule, facilitate and record case conferencing activities as a coordinated process of provider stakeholders to ensure an effective, efficient, and satisfactory experience for clients and service providers alike to achieve system goals of achieving sustainable housing.

Reports to: The Care Coordinator reports to the Coordinated Entry System Administrator.

Duties and Responsibilities:

- Facilitate support of clients by working with providers for use of services, and expediting service delivery through linkage activities, shelter referrals and other housing intervention programs
- Establishes and maintains collaborative working relationship with community organizations and resources.
- Work with Coordinated Entry Access Points to communicate shelter availability and matches
- Reviews programs and eligibility requirements
- Data collection and program evaluation through the development of progress reports
- Partner with emergency shelters to ensure referrals are appropriate, timely, and well-communicated
- Conduct regular meetings and case conferences with case managers and coordinate efforts to build a comprehensive understanding of each individual homeless client and their array of needs.
- Work with system and provider staff—including Rapid Re-Housing (RRH) case managers, Housing Specialists and Permanent Supportive Housing (PSH) case managers to promote a shared knowledge and understanding of available community resources as clients are connected to housing

Knowledge, Skills, and Abilities:

- Plan, organize and promote homelessness strategies, programs and related activities
- Maintain a solutions-focused approach to complex, high-barrier cases
- Strong writing, reading, listening and speaking communications skills.
- Able to set and observe appropriate boundaries with clients.
- Possess well developed, decision making skills, attention to detail with a high level of accuracy.
- Ability to excel in a diverse, collaborative team environment.
- Possess a high level of interpersonal skills to handle sensitive and confidential client, donor, and employee information and situations.
- Ability to multi-task and remain calm in demanding and unpredictable situations.
- Possess ability to understand various homeless service operations and procedures.
- Able to maintain a professional, customer service-oriented attitude at all times.

- Display a high level of initiative, effort and commitment towards completing assignments efficiently.
- Possess excellent time management skills and the ability to work with minimum supervision.

Education and Work Experience:

- Knowledge of homeless services or another comparable human services system
- Knowledge of or experience with Greater Richmond homeless/human services is preferred
- Undergraduate degree in social work, behavioral science, or related degree and or relevant experience.

Homeward is an equal opportunity employer and we are committed to increasing and enhancing the diversity of our professional team. Competitive benefits package. Salary: \$37,440.

To apply, please send your resume and a letter of interest to jobs@homewardva.org. For more information on Homeward and the Greater Richmond Continuum of Care, please visit www.homewardva.org and www.endhomelessnessrva.org.