



Job Title: HEART Community Resource Coordinator
Reports to: Program Manager
Salary Range: \$40,000

FLSA Status: Non-Exempt
Core Hours: Mon – Fri; 8am-5pm
Revision Date: September 2025

POSITION SUMMARY

A Place to Call Home aims for a Spartanburg County where homelessness is a solvable issue, and everyone has a safe, secure place to call home. The HEART Community Resource Coordinator provides both immediate crisis response and ongoing case management to individuals experiencing housing instability and homelessness. This role connects clients to vital resources, coordinates referrals to community partners, and supports clients in overcoming barriers to achieve long-term stability and permanent housing.

A Place to Call Home is governed by a leadership team comprised of the City of Spartanburg, County of Spartanburg, The Faith Initiative to End Child Poverty, OneSpartanburg Inc., Spartanburg Housing, Spartanburg Regional Healthcare System, and United Way of the Piedmont.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Case Management

- Conduct assessments to prioritize urgent interventions and provide direct assistance, including resource distribution, shelter coordination, and identification of client needs, strengths, and barriers to housing stability.
- Develop individualized service plans with a focus on housing, employment, mental health, and SUD treatment and recovery.
- Connect clients to evidence-based recovery supports, including MAT programs.
- Provide consistent follow-up, adjusting plans as client needs evolve.
- Assist with housing applications, job searches, and accessing public benefits (e.g., SNAP, Medicaid, SSI/SSDI).
- Offer life-skills training to promote self-sufficiency, including budgeting, conflict resolution, and tenant education.

Collaboration & Coordination

- Collaborate with first responders, outreach teams, and community partners to provide rapid, coordinated support for individuals experiencing homelessness, including those with SUD.
- Triage client needs, connect them to appropriate resources, and ensure warm handoffs and follow-up, maintaining up-to-date knowledge of local mental health, SUD, and housing services.



- Build relationships and serve as a liaison with providers, landlords, and agencies, advocating for clients, resolving service barriers, and participating in multi-disciplinary team meetings to coordinate care.

Data Management and Reporting

- Maintain accurate, confidential records of assessments, service plans, progress notes, and outcomes.
- Collect and report data for program evaluation, grant compliance, and funding purposes.

Professional Development & Other Duties

- Stay current on best practices in case management, trauma-informed care, housing-first models, and SUD treatment and recovery approaches.
- Attend professional development opportunities (e.g., mental health first aid, de-escalation training, harm reduction practices) to strengthen skills.
- Contribute to program improvement by identifying service gaps and recommending solutions.
- Work flexible hours, including early mornings and evenings, as needed.
- Perform other duties as assigned.

Qualifications

- **Education:**
 - Peer Recovery Specialist, Alcohol & Drug Counselor, or Community Health Worker certification.
 - Bachelor's degree in social work, human services, or a related field preferred.
- **Experience:**
 - At least 2 years of experience in crisis response, outreach, or a related field.
 - Familiarity with homelessness services, substance use recovery and treatment programs, mental health systems, and community resources.
- **Skills:**
 - Strong crisis intervention and de-escalation abilities.
 - Excellent interpersonal and communication skills.
 - Ability to build trust and work effectively with diverse populations.
 - Proficiency in Microsoft Office Suite and case management software.
- **Other Requirements:**
 - Passion for serving individuals experiencing homelessness and substance use disorder.
 - Flexibility to work occasional evenings, weekends, or on-call shifts.
 - Valid driver's license and reliable transportation.

EMPLOYMENT & BENEFITS



The City of Spartanburg will be the employer for this position, and the CRC will receive City benefits. Candidates must pass a background check and drug screen to be considered for employment.

PHYSICAL DEMANDS

Physical demands refer to the requirements for physical exertion and coordination of limb and body movement.

- Performs light work that involves lifting, carrying, pushing, pulling, walking, or standing some of the time and involves exerting up to 15 pounds of force on a regular and recurring basis or sustained keyboard operations.

UNAVOIDABLE HAZARDS (WORK ENVIRONMENT)

Unavoidable hazards refer to the job conditions that may lead to injury or health hazards even though precautions have been taken.

- None.

SPECIAL CERTIFICATIONS AND LICENSES

- South Carolina driver's license.

AMERICANS WITH DISABILITIES ACT COMPLIANCE

The City of Spartanburg Government is an Equal Opportunity Employer. ADA requires the City of Spartanburg to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

STANDARD CLAUSES

May be required to work nights, weekends, holidays and emergencies (man-made or natural) to meet the business needs of the City of Spartanburg.

This job description is not designed to cover or contain a comprehensive listing of essential functions and responsibilities that are required of an employee for this job. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

ESSENTIAL SAFETY FUNCTIONS

It is the responsibility of each employee to comply with established policies, procedures and safe work practices. Each employee must follow safety training and instructions provided by their supervisor. Each employee must also properly wear and maintain all personal protective equipment required for their job. Finally, each employee must immediately report any unsafe work practices or unsafe conditions as well as any on-the-job injury or illnesses.



Every manager/supervisor is responsible for enforcing all safety rules and regulations. In addition, they are responsible for ensuring that a safe work environment is maintained, safe work practices are followed and employees are properly trained.