



Job Description

HOP Service Coordinator I

Position Title: Homeless Outreach Program (HOP) Team Service Coordinator I (SCI)

Reports To: HOP Asst. Program Manager

Classification: Non-Exempt **Category:** Full time

Summary

The Service Coordinator I (SC I) is part of a two or three-person field based behavioral health services promotion team conducting street and shelter outreach engagement and linkages. The SC I generally has a caseload of up to 30 persons experiencing behavioral health challenges and homelessness with the goal of engaging them in recovery, wellness and housing stability.

Responsibilities

The following reflects essential functions for this job but does not restrict the tasks that may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

Engagement and Recovery Services

- Conduct daily street outreach to develop relationships and build rapport with participants to engage in behavioral health recovery, housing and other critical services for wellness. The program population focus is homeless persons whose behavior or history is indicative of behavioral health challenges.
- SC I informs and motivates individuals for further evaluation and treatment and maintains contact with homeless individuals who may initially refuse services. If a person is identified who may be suffering from alcohol and/or other substance abuse problems referral, harm reduction and motivational interviewing techniques are used to assist with a decision to change. SC I will facilitate warm hand offs whenever possible. Transportation assistance will often be provided to expedite linkage to services.
- Creatively use and develop community resources to broker and link participants to services. Provide a client driven, strengths-based approach for all participants.

Documentation

- Maintain documentation standards as set forth by contract and agency policies.



- Complete paperwork on each face to face and telephone contact with the participant, or with any collateral contact, by close-of-business on the next working day.
- Ensure all program data is accurate and entered into the appropriate program documentation system as contractually required. (i.e. HMIS, Cerner, CES, etc.)
- Prepare case-related reports including but not limited to: demographics, outcomes, successes and challenges.
- Generate participant data for reporting. Complete follow-up and retention services and provide back-up documentation in participant file.
- Maintain complete and accurate documentation of service objectives and outcomes, as well as other information in accordance with Federal, State, County and agency guidelines.

Team Participation

- Attend and participate in staff meetings and training as assigned by supervisor.

Skills and Abilities

Persons with lived experience with behavioral health challenges and homelessness that meet the qualifications are encouraged to apply.

- Demonstrated knowledge and experience with evidenced based interventions: Engagement and rapport building with hard to reach participants; Harm Reduction and Motivational Interviewing strategies; Housing First; Non-violent crisis intervention techniques; Case management interventions that have been proven effective in vulnerable populations.
- Ability to work independently and within a team environment and exercise mature judgment.
- Strong interpersonal skills, ability to work in a variety of settings with culturally- diverse persons and communities with the ability to be culturally sensitive and appropriate.
- Ability to effectively resolve and cope with immediate conflict and/or crisis situations.
- Maintain and execute confidential information according to HIPAA standards.
- Must possess a high level of tolerance and understanding for individuals who present for services with urgent multiple case management services.
- Availability to work evening and weekends as requested and based on the operational needs of the HEART project.
- Written and verbal communication skills including composing comprehensive case notes.



Required Qualifications

- One-year minimum experience working in homeless services, mental health, substance use/ co-occurring disorder or with vulnerable populations providing intensive case management services.
- Ability to maintain regular, consistent attendance
- Employment Eligibility Verification
- Updated tuberculosis test
- Successful completion of background screening
- Ability to obtain CPR/First Aid certification

Job Demands

Work Environment

The employee may be in contact with individuals and families in crisis who may be ill, using alcohol and drugs, and who may not be attentive to basic personal hygiene, health and safety practices. The employee may experience a number of unpleasant sensory demands associated with the participant's use of alcohol and drugs, and lack of personal hygiene. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations. The noise level in the work environment is usually moderate in an office setting. Sometimes work may become stressful when working under pressure.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand, sit, walk, stoop, talk, hear, reach above and below shoulders; use hand and finger dexterity, keyboarding and making and receiving telephone calls. The employee may be required on occasion to lift and or carry up to 20 lbs.

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