

## **Pathways To Housing, Inc.**

**Title:** Service Coordinator /Housing Specialist  
**Reports to:** Team Leader

**Service Coordinators** are members of the ACT team and work together to provide services in a flexible, compassionate, and responsible manner. The Service Coordinator provides and coordinates all services and has a primary caseload of ten clients and shares responsibility with team for all other clients who have histories of homelessness, psychiatric disability, substance abuse, criminal justice, and other trauma. The SC/Housing Specialist develops positive relationships w/landlord/superintendent/owner of building and is, additionally, the primary team contact person with Pathways Housing Department (aka Action Realty) The following is a list of illustrative responsibilities:

### **Service Coordinator**

- Collaborate with client in the formulation of a comprehensive service plan that is reviewed and modified with client on a regular basis.
- Provide outreach, case management, counseling, advocacy, and other needed services to clients in any environment including: the streets, shelters, prisons, hospitals, apartments, office, etc.
- Provide individually tailored services to each client, e.g., housing placement, independent living skills, vocational guidance, appointment escorts, integrated substance use treatment, family counseling.
- Maintain written and computerized records, compile reports and complete other program documentation (including case notes, statistics, letters, psychological evaluations, etc.).
- Assist clients to manage their money; prepare budgets with clients and compute expenses.
- Coordinate / monitor referrals to community services, and advocate client participation in them.
- Educate, inform and advocate for clients regarding benefits and entitlements (Social Security, Public Assistance, food stamps, etc.).
- Lead groups, workshops, in-services on topics such as substance abuse, safe sex, domestic violence.
- Perform other related duties as directed

### **Housing Specialist**

- Conduct bi-yearly apartment inspections; document findings on inspection form
- Ensure smoke detectors and carbon monoxide detectors are in working order in each apartment
- Secure tenant keys for tenant move in; develop/operationalize master key plan for program site
- Submit Help Desk tickets for needed repairs; follow up to assure completion
- Follow up w/ tenants re” their apartment repair concerns to completion
- Schedule transportation for all apartment moves
- Schedule cleaning and extermination of tenant apartments, as needed
- Document progress notes on all daily work
- Perform other related duties as directed

### **Qualifications**

- Patience, creativity, flexibility, compassion, and sensitivity to persons with disabilities and underserved populations.
- Experience in social services, supported housing, or with persons with disabilities.
- Excellent communication, writing, and computer skills.
- Bilingual English/Spanish a plus.
- Drivers License preferable.
- MSW, CRC, CASAC, RN, Masters in Psychology or non credentialed individuals can qualify