

Lutheran Social Services
Position Description



Division/Department: Advocacy, Care, and Education (ACE)

Job Title: HOPWA Housing and Quality Coordinator

Reports to (Title): ACE Program Director

Job Code:

FLSA Status: Non-Exempt

Manager (with direct reports)?		Yes		No X
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Location: Jacksonville

SUMMARY

The position of HOPWA Housing and Quality Coordinator is designed to provide housing and/or utility assistance for PWH who have experienced a financial hardship and are unable to pay. The goal of these services is to reduce the rates of homelessness among PWH in Jacksonville. In addition, the Housing and Quality Coordinator will focus on data quality and management, reports, and file reviews in the HOPWA program

This position works closely with other members of the ACE team in the coordination and facilitation of linking clients with additional community services.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Reviews client files for proper documentation, errors, etc. and ensures files and clients are eligible for assistance before sending the files to the Director for final approval.
- Interviews clients to determine eligibility, provide budgeting assistance, and document financial need.
- Collects required documentation from clients.
- Develops an individual plan for attaining financial independence for each eligible client.
- Refers clients to other agencies, departments, or team members depending on client need.
- Conducts home visits to inspect homes for proper living conditions before approval.
- Maintains information regarding medical, psychosocial, educational, substance use/abuse and other social/emotional factors in a confidential manner.
- Writes check requests for payment of client mortgage, rent, utilities.
- Maintains current documentation of all activities and meetings with clients.
- Prepares and submits reporting monthly and annually.
- Follows-up on client financial education requirements.
- Communicates and coordinate with other program staff to ensure that each client is adhering to program rules and treatment plans.
- Attend multidisciplinary staff and community meetings.
- Reports to and works with Director of ACE Program.
- Must be able to complete all tasks while following policies and procedures set by both LSS and governing bodies associated with funding.
- All other duties as assigned.

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WORK EXPERIENCE & JOB-RELATED SKILLS (Required/Preferred)

- Good clinical knowledge of human behavior. Good interpersonal skills.
- Demonstrates positive attitude when dealing with patient/staff.
- Must have excellent organizational skills. Ability to prioritize work and handle multiple tasks.
- Working knowledge of computers/software such as MS Word, Excel, and Outlook.
- Must be able to communicate orally and in writing. Maintains patient confidentiality.
- Must be very detailed oriented and capable of thinking independently while exercising good judgment. Required to make independent judgments without supervision. Must be able to generalize, evaluations, or decisions based on sensory or judgmental criteria.
- Must be able to perform under stress when confronted with emergency, critical, or unusual situations.
- Must be capable of dealing with periodic cyclical workload pressures & levels of responsibility.
- Requires the ability to work with people beyond giving and receiving instructions
- Possess and maintain a valid driver’s license and auto insurance; must be able to transport clients to various locations by using own transportation
- Experience:
Required:
 Minimum 2 years case management, social work, or equivalent health related experience
Preferred:
 Minimum 1-2 years’ experience with HIV/AIDS or high-risk population preferred

EDUCATION, CERTIFICATION, LICENSURE (Required/Preferred)

- 4 year BS/BA degree in sociology or other related field required
- HIV 501 training required, or completed within 1 year of hire
- Personal Vehicle and unencumbered driver’s license

REQUIRED JOB COMPETENCIES (Behaviors For Effective Job Performance)

- Organization
- Cultural Competency
- Professionalism/Integrity
- Listening
- Problem Solving
- Teamwork / Leadership
- Communication / Customer Service
- Decision Making
- Computer Literacy
- Knowledge/Learning
- Self-Management / Responsibility

WORK ENVIRONMENT/PHYSICAL DEMANDS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Activity: (if more than 2+ hours per day)	<input checked="" type="checkbox"/> standing <input checked="" type="checkbox"/> sitting <input checked="" type="checkbox"/> mobility <input type="checkbox"/> climbing <input checked="" type="checkbox"/> balancing <input checked="" type="checkbox"/> writing <input type="checkbox"/> crawling <input type="checkbox"/> squatting <input checked="" type="checkbox"/> bending <input checked="" type="checkbox"/> filing <input checked="" type="checkbox"/> twisting
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Lifting to include:	<input type="checkbox"/> up to 10lbs. <input checked="" type="checkbox"/> 11-25 lbs. <input type="checkbox"/> 26-60 lbs. <input type="checkbox"/> 61-75 lbs. <input type="checkbox"/> over 75 lbs. <input checked="" type="checkbox"/> pushing <input checked="" type="checkbox"/> pulling <input checked="" type="checkbox"/> carrying
Environmental Conditions:	<input type="checkbox"/> cold <input type="checkbox"/> heat <input type="checkbox"/> wet and/or humid <input type="checkbox"/> noisy <input type="checkbox"/> vibration <input type="checkbox"/> fumes <input type="checkbox"/> dust <input type="checkbox"/> odors <input type="checkbox"/> mists
Sensory:	<input checked="" type="checkbox"/> hearing to converse <input checked="" type="checkbox"/> hearing to use telephone <input checked="" type="checkbox"/> talking <input type="checkbox"/> tasting/smelling <input checked="" type="checkbox"/> reading distance 1-5ft. <input type="checkbox"/> reading distance 10-30ft.
Driving:	<input checked="" type="checkbox"/> incidental driver <input type="checkbox"/> regular driver
Keying:	<input type="checkbox"/> Occasionally (2-3 hours weekly) <input checked="" type="checkbox"/> Frequently (2-3 hours daily) <input type="checkbox"/> Continuously (4+ hours day)
Safety:	lists specifics: External environment is dependent on client population; staff may need to drive to client homes for inspections or to gather documentation needed

The statements included in this Job Description are intended to describe the general nature and level of the work being performed by the person assigned this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.

Employee Print Name: _____ Date: _____

Employee Signature: _____ Date: _____

Lutheran Social Services is an Equal Opportunity Employer