



**Job Opening**  
**Supportive Services for Veteran Families Service Coordinator, Clarkston office**

Under the supervision of the SSVF Program Director, the Services Coordinator will provide Veteran engagement and service coordination for BMAC's SSVF program for Veterans in Asotin county Washington and Clearwater, Idaho, Lewis and Nez Perce counties Idaho.

The SSVF Services Coordinator will work in partnership and collaboration with multiple entities to assist in rapidly rehousing and/or achieving stabilization for homeless or at-risk of homelessness veterans and/or their families.

Blue Mountain Action Council is committed to creating an equitable organization that is inclusive and representative of the communities we serve. We recognize that our diversity is our strength, and it is critical to advancing our mission and enhancing the well-being of participants, staff, volunteers, and the community.

As an affirmative action/equal opportunity employer, it is our policy to provide equal employment opportunities to all qualified individuals without regard to race, color, religion, national origin, marital or veteran status, genetic information, gender, age, non-disqualifying physical or mental disability, sexual orientation or any other legally protected status.

HOW TO APPLY: Send completed BMAC application, resume and cover letter to:

[HR@bmacww.org](mailto:HR@bmacww.org)

The job application is available in our office or online at <https://bmacww.org/aboutus/employment>.

This position is open until filled. First review of applications will be held on September 28<sup>th</sup>, 2020. Questions: Lisa Mathias, Human Resources Director 509-529-4983

BLUE MOUNTAIN ACTION COUNCIL  
Walla Walla, WA 99362

JOB DESCRIPTION

POSITION TITLE:	<b>SSVF Services Coordinator</b>	REPORTS TO:	SSVF Services/Compliance Manager
EMPLOYMENT STATUS:	Nonexempt	SUPERVISES:	N/A

HOURS OF WORK: Up to 40 hours per week, based on contract funding

SALARY: Level 14 \$20.92 to \$25.02 DOQ (depending on qualifications)

GENERAL DESCRIPTION/ BASIC FUNCTION:

Under the supervision of the SSVF Program Director, the Services Coordinator will provide Veteran engagement and service coordination for BMAC's SSVF program. SSVF Services Coordinators are expected to adhere to the highest standard of social service ethics in the performance of their job requirements. The SSVF Services Coordinator will work in partnership and collaboration with multiple entities to assist in rapidly rehousing and/or achieving stabilization for homeless or at-risk of homelessness veterans and/or their families.

WORK CONDITIONS AND SITE: Work to take place in an office setting, at program participants residences, and in other community agencies. Requires significant local and regional travel. The worker is not substantially exposed to adverse environmental conditions.

ESSENTIAL FUNCTIONS: *Includes the following. Other duties may be assigned.*

1. Provide support services designed to resolve the immediate crisis and promote housing stability.
2. Verify eligibility of referred homeless individual and/or family to participate in the SSVF program.
3. Conduct an initial intake and assessment (s) with program participants once they are identified as eligible.
4. Assess families for strengths and barriers, including employment, mental health, education, etc., and coordinate the appropriate services.
5. Develop and monitor Individualized Housing Stability Plans (IHSP) based on the assessment, to identify specific actions and/or resources needed for successful stabilization of the program participants.
6. Ensure that program participants are offered time-limited, individualized financial assistance designed to assist program participants with obtaining and retaining permanent housing. Financial assistance is to be provided at a level that enables the program participant to maintain housing while they may seek to: increase income; learn to manage a household budget; relocate to affordable housing; reduce expenses; and/or overcome other barriers in order to sustain their housing.
7. Coordinate and refer services with other social service agencies.

8. Leverage resources available within the community including faith-based organizations as appropriate to the situation in order to benefit the program participant.
9. Utilize the “Housing First” philosophy to ensure that treatment for mental health, substance abuse needs, or resolution of other barriers is not a condition of services or program participation.
10. Schedule and conduct meetings with program participants on a regular basis utilizing progressive engagement. This requires flexibility of meeting regularly in locations that may include administrative offices, site-based service facilities, parks, libraries, coffee shops, encampments and/or program participant’s residence, depending on the program participant’s capability.
11. Effectively educate program participants about budgeting, financial management, including support with filing tax returns, filing for Earned Income Tax Credit, banking and credit repair. This may include training program participants in functional daily living skills in order to maintain housing.
12. Record service coordination efforts and outcomes; create and maintain exemplary program participant files in accordance with BMAC/SSVF guidelines; complete weekly activity reports and other required documentation in a timely manner.
13. Regularly report program participant progress to Supervisor and others as requested. This includes but is not limited to completing assessments, Individualized Housing Stability Plans, Service Transactions, and Exit Forms as necessary for program or organizational requirements. Actively participate in service coordination reviews and conferences.

**BASIC PERFORMANCE EXPECTATIONS OF ALL STAFF:**

1. Comply with all program and Blue Mountain Action Council policies and procedures, and with the confidentiality agreement(s).
2. Possess/be willing to develop strong communication and interpersonal skills.
  - a. Ability to work independently as well as with a team to achieve objectives and assignments.
  - b. Ability to use good interpersonal relationship skills.
  - c. Ability to follow written and verbal instructions.
3. Model respectful workplace expectations:
  - a. Work respectfully with diverse populations and lifestyles, treating all with respect, honesty, consideration, and cooperation.
  - b. Embody teamwork and cooperation within and across departments and with the public.
  - c. Keep your department manager apprised of important matters ongoing within the department.
  - d. Serve as a positive example to other personnel with regard to workplace actions, decisions, work skills, attitude, and adherence to workplace policy and procedures.
  - e. Be honest, fair, and dependable.
  - f. Demonstrate regular and timely attendance.
4. Meeting and training expectations:
  - a. Attend all scheduled staff meetings.
  - b. Attend training sessions as required by the funding source or the agency.
  - c. Attend any other meetings or trainings as required.

**SKILLS AND ABILITIES REQUIRED:**

1. Must be able to perform each essential duty satisfactorily.
2. Cross-cultural, inter-generational, and interpersonal skills.
3. Knowledge of mental health, substance abuse issues, and treatment services.
4. Knowledge in working with the homeless population, homeless households, homeless services, and prior housing work experience.
5. High energy and patience in working with difficult, non-compliant clients.
6. Demonstrated ability to work independently and effectively on a team.
7. Computer skills using Windows.
8. Culturally competent counseling skills.
9. Understanding of complex Program participant, community, and agency issues, and ability to take appropriate action.
10. Availability to work flexible hours, some evening and weekend hours may be required.
11. Ability to provide own transportation with acceptable driving record and auto insurance limits.
12. Bilingual in Spanish preferred.

#### CULTURAL COMPETENCIES:

- Uncompromising integrity and ability to maintain strictest confidentiality.
- Champions the mission, culture, and objectives of the organization.
- Demonstrates value and respect for all employees.
- High energy and enthusiasm.
- Performs effectively as a team player. Values the ideas and opinions of others and routinely collects their input as part of decision-making process.
- Employs a “Whatever it Takes” approach to service delivery.

**PHYSICAL DEMANDS:** *The physical demands described here are representative of those that must be met by an employee to successfully perform the job's essential functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

1. A mix of sedentary and light physical work.
2. Must be able to lift 20 pounds occasionally and up to 10 pounds frequently.
3. Must be able to hear, speak, write and read.
4. Must be able to sit or stand at desk.
5. May need to climb stairs at locations without elevators or ramps.
6. Some stooping, kneeling, balancing, pushing, pulling and/or lifting, such as to move office supplies and equipment, filing, etc.
7. Repetitive motion (keyboarding); substantial motion of the wrists, hands and/or fingers.
8. Close visual acuity to perform activities such as preparing/ analyzing data and figures, and viewing a computer terminal.

#### QUALIFICATIONS:

1. a) Bachelor's degree in Human Services or related field and a minimum of two years' experience; or b) Equivalent combination of education and experience.
2. Case management experience in social service employment setting, and a working knowledge of issues and resources in relation to housing services for low-income families.

3. Desired qualifications: A working knowledge of major systems that veteran populations encounter and the resources they may access.

**SPECIAL REQUIREMENTS:**

Employee must provide own vehicle and auto insurance. Valid state driver's license by time of hire. Good driving record. Reliable vehicle for travel and current auto insurance required.

NOTE: This job description is a general description of essential job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform. All employees of BMAC are expected to perform tasks as assigned by supervisory/management personnel, regardless of job title or routine job duties.

Updated 8/19/20