Champaign County Regional Planning Commission

POSITION DESCRIPTION

Position Title: Shelter Coordinator

Reports To: Social Services Director or Social Services Program Manager

Supervises: None

FLSA Status: Exempt

General Duties:
Responsible for screening and providing services to homeless families as required by funding sources and program policies. Work involves short-term, client-focused interventions and services may be provided individually, in groups, and through written or other materials. This may include conveying information and making needed referrals and arranging for appropriate specialized and professional diagnostic services through individual case management, screening and referral, or human services system management. Working relations must be established with all other appropriate service provider organizations and other agencies.

Specific Duties and Responsibilities:
Dimensions:
Working with individual, household or group caseloads of approximately 8 cases at one time for provision of intense services; or group activities designed to improve individuals’ lives; or with management of human service systems through administrative involvement with government, not-for-profit, or other community groups to organize new service coordination systems targeting population groups. Objectives and activities will conform to various board-approved work programs as stipulated in annual contracts.

Nature and Scope:
The Shelter Coordinator reports to the Social Services Director or designated Social Services Program Manager and works closely with other professionals in related work areas specific to assigned target population; these may include transitional and supportive housing providers, landlords, social service counselors, shelter and other social service providers, public aid workers, DCFS representatives, nurses, nursing home professionals, medical staff, health educators, teachers and other educators, school counselors, as well as business operators, employment agencies and offices.

As approved and directed by the supervisor, the Shelter Coordinator works with related professionals...
of other agencies for service coordination purposes. Duties for the purpose of the particular coordination service to be provided, and may range from short-term development of written materials, provision of classes, advocacy to obtain benefits and services, or assessment and referral to complete comprehensive case coordination and case management, including arranging assessment activities and developing service options to direct provision of services to a caseload of clients.

The Shelter Coordinator is responsible for preparing and analyzing written reports for the Community Services Director or Program Manager at regular given intervals regarding service performance. These reports must be in the format required by the specific funding agency completed in a manner timely to meet all deadlines, and will contain information on number of clients served, success of program operations, compliance of programs with applicable local policies and standards, demographic information, participation rates, referral information, and similar types of data.

The Shelter Coordinator maintains records of services and all case files in office area and will assure the confidentiality of these records as required.

The Shelter Coordinator may provide direction to entry-level professionals such as Case Manager I, volunteers or interns.

The Shelter Coordinator must be able to work a flexible schedule, primarily afternoon/evening hours Monday - Friday.

The Shelter Coordinator will be responsible for ensuring the shelter facility remains clean, sanitary, and free of damage and hazards, including but not limited to: routine maintenance of the shelter facility, completion of unit and general facility inspections, conducting emergency drills, and coordination and/or completion of unit turnover when households discharge from the facility.

**Principal Accountabilities:**
Provided services according to individual work program specified, setting work tasks to meet goals/objectives with supervision and including screening and assessment of individuals to determine program eligibility; program intake; development, implementation, and monitoring of a transition plan; linkage and referral to supportive services based on individual need; and case follow up.

Publicizes the shelter to individuals and local groups such as social service providers, city employees, churches, and other pertinent groups

As requested, assists with administrative/managerial tasks to organize new service delivery systems working with government, not-for-profit, or other community groups to better coordinate a current service delivery system or organize a new service delivery system aimed at a target population or group of target populations.

Documents and maintains client records and prepares timely written reports specifying required information regarding services provided.
As requested, provides mentoring for entry-level staff.

As requested, assists with grant-writing activities.

Attends on-site and community based meetings and transports program materials as needed.

Attends out of town meetings or trainings as required.

**Required Knowledge, Skills, Characteristics and Abilities:**

Bachelor’s degree in social services or other program-related area with at least 3-5 years Social Service field experience and some knowledge of local resources. Must possess strong organizational skills. Needs reliable transportation and ability to transport program materials weighing up to 20-30 pounds. Ability to attend out of town meetings or trainings approximately 1-2 times per year.

**Disclaimer:**
The job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

Signature of Employee ____________________________ Date ______________

8/15