

Job Title	Transitional Housing Program Coordinator
Employer/ Agency	U.S. VETS -Houston
Job Description	<p>The Program Coordinator for Transitional Housing Programs reports directly to the Director of Behavioral Health. The Program Coordinator is responsible managing the assigned program to include the delivery of comprehensive clinical-based case management services to homeless veterans in a therapeutic community environment. Transitional Housing includes various program models such as bridge housing, low demand, service intensive, and clinical treatment and may be focused on certain target populations per program design. The main function of these programs is to assist homeless veterans and their families in transitioning to permanent housing.</p> <p><u>Responsibilities:</u></p> <ul style="list-style-type: none"> •Under the direction of the Director of Behavioral Health, supervises case management (CM) and provides support and direction to other program staff in delivery of services, which include but are not limited to: case management, counseling, therapeutic services, employment assistance, legal advocacy, benefits assistance, financial management, mental and physical health support, addiction treatment, housing referrals, resident council, transportation, veteran/client appointments, room inspections/general weekly or monthly cleaning of client rooms; inclusive of completing and monitoring clinical progress notes and service plans. •Facilitates a Therapeutic Community environment that fosters veteran camaraderie, peer support, responsibility, a sense of belonging, housing retention, community integration, and quality of life for veterans. •Employs evidence-based models to ensure quality care for veterans to include trauma-informed care, motivational interviewing, and cognitive behavioral therapy. •Ensures assigned program(s) is operating and performance goals are being met in accordance with company, accreditation, and funder standards. Tracks and submits program data and reports to leadership team to include developing and following through on corrective action plans. •Responsible for training Case Managers in all aspects of CM responsibilities •Creates CM schedule and ensures CM schedule covers a late night; ensures coverage of CM responsibilities as needed either directly or through designated staff •Responsible for reporting client information to and seeking guidance from Director of Behavioral Health on various aspects of the program •Collaborates with Veteran Service Coordinator (VSC) to provide clinical guidance to Veteran Service Assistant (VSA) staff •Develops and maintains collaborative relationships with Veterans Administration, the local Continuum of Care, and other partners to successfully deliver services to veterans in the program. •Oversees program intake process, assessing veterans referred to the program in consultation with the Director of Behavioral Health to include any problems, needs, or barriers identified in the following areas: Employment, Housing, Financial, Sobriety, Legal, Family/Social, and Medical/Psychiatric. •Ensures collaboration with veterans to complete benchmarks (goals and objectives) and an Individual Housing and Employment Plan to plan for the veteran’s goals and transition.

- Facilitates services to assist clients in transitioning to permanent or long-term housing.
- Provides clinical case management to veterans based on program needs which may include having an assigned caseload of clients of any applicable U.S.VETS program as needed
- Leads discussions on how to approach particular situations regarding client progress
- Initiates appropriate clinical interventions when veterans are presenting with behaviors and/or facing disciplinary issues that may affect housing; this includes reviewing and tracking all program incident reports.
- Reviews client case files for quality assurance according to file audit protocols which includes but is not limited to ensuring files have proper eligibility and intake documentation, are completed timely upon discharge with required discharge summaries and forms which are to be submitted to funders on time; and are audited at least quarterly while active.
- Oversees database management and compliance with the Homeless Information Management System and internal electronic case records system to ensure data quality, compile demographics, track services, generate reports, and measure program progress.
- Facilitates regular meetings with program staff and is responsible for generating weekly, monthly, and quarterly reports on program progress and outcomes to executive leadership and the VA.
- Participates in weekly managers meeting facilitated by executive leadership.
- Facilitates and/or attends roll calls and town halls
- Creates and maintains program class schedule/calendar and turns in to Director of Behavioral Health for approval
- Facilitates and/or coordinates individual and groups activities/classes by staff or outside providers according to U.S.VETS, accreditation, and funder standards.
- Monitors the collection of veteran’s submissions of program rent/fees and strategizes with team to assist clients in meeting financial responsibilities and prioritizing housing.
- Initiates toxicology tests to veteran’s when appropriately indicated
- Participates and budget and billing process in collaboration with Operations & Finance departments and takes action to ensure financial health of program.
- Participates in purchase process by identifying program needs and reviewing program staff requests for purchases; provides purchase requests to Operations Department for final approval and any guidance for completing purchase process, disseminating, and tracking inventory.
- Responsible for handling any assigned petty cash for program expenses, compiling required documentation, and submitting timely expense reports.
- Assists with administration of payroll by reviewing time sheets for accuracy, providing applicable approvals, and ensuring timely submission.
- On call and/or responsible for ensuring appropriate level of staff are on call for 24 hours a day/7 days a week to respond to program needs.
- Performs other duties as assigned.

Qualifications

- Master’s Degree in Social Work and LPHA status required
- Minimum of two years of supervisory experience in related field. Two years of employment at U.S.VETS may substitute for supervisory experience.
- Minimum of two years of case management experience required.
- Experience working with homeless and/or veteran population preferred.
- Ability to manage a team in a residential social service setting and accomplish both programmatic and administrative deliverable.

	<ul style="list-style-type: none"> •Ability to work effectively with a diverse group of clients, staff, and community members. •Excellent written and oral communication skills. •Professional manner and appearance with ability to conduct presentations to clients, staff, and the community. •Leadership and conflict management skills. •Demonstration of personal and financial integrity in the workplace. •Ability to take direction, work independently with minimal oversight, and to work within a team. •Computer proficient in Microsoft Office and Internet. •Valid driver’s license required. Must meet company insurance requirements and complete a provided driver training course.
Salary/Hours	FLSA Classification: Exempt
Address	7227 Fannin Street Suite 200
City, State, Zip	Houston TX 77030
Contact Person	Ruby McDavis, HR Business Partner
Email Address	rmcdavis@usvets.org
Application Method	Apply Online: https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=37203&clientkey=AC964D99781EE6B7BAD7D79276AA0397
Opening Date	Immediately

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