



Homeless Services Network of Central Florida (HSN) System Eligibility Specialist Position Description

Position:	Veterans Program Coordinator
Department:	System Operations
Supervised By:	Veterans Program Advisor
Supervises:	<none>
FLSA Status:	Exempt/Regular/Full-time
Effective Date:	Open Immediately
Salary Range:	\$44,000 - \$48,000

Position Summary

Homeless Services Network (HSN) of Central Florida is committed to the vision of “Everyone making their way home.” HSN’s mission is leading Central Florida’s community-wide effort to end homelessness through collaboration, strategy, capacity building and effective stewardship of knowledge and resources. HSN will accomplish this mission by Delivering excellence in system improvement; ensuring effective resource management; giving trustworthy expertise; while always honoring people.

Under direction of the Veterans Program Advisor, the Veterans Program Coordinator is responsible for the oversight and implementation of best practices in supportive housing for community providers operating under the Veterans Affairs (“VA”) Supportive Services for Veteran Families (“SSVF”) grant in the Continuum of Care (CoC) FL 507. This is a collaborative position that assists with the development of system-wide supports and processes that improve and enhance the housing stability of recently housed Veterans who have experienced homelessness.

The Veterans Program Coordinator will provide solutions-focused interventions to community partners providing direct services under the SSVF grant in efforts to create more capacity within programs. This position will facilitate new SSVF case manager training and ongoing SSVF case manager support. It will be critical to creating a supportive housing community that embraces housing first, trauma informed care and harm reduction practices while ensuring that Veteran providers are meeting SSVF requirements and priorities. This position will also be responsible for ongoing monitoring and data quality support.

Skills and Abilities

Excellent verbal and written communication skills with ability to participate in collaborative partnerships; ability to work with minimal supervision and exercise good judgment; management and problem-solving skills; ability to handle multiple tasks and manage competing demands; critical thinking, problem solving and interpersonal skills; excellent computer skills and familiarity with Excel, Power Points, Google suite; previous experience in HMIS a plus.

Essential Duties and Responsibilities

To perform this job successfully, an individual must perform each essential duty satisfactorily. Reasonable accommodations may enable individuals with disabilities to perform the essential functions.

1. Provide technical support to Program Managers and Case Managers, including facilitating case staffings, to assist in the resolution of difficult client cases and provide expertise on best practices for service provision.

2. Standardize and revise, as needed, all SSVF workflows, policies, and procedures to include intake, home visits, case plan writing, and exits.
3. Work closely with the Veterans Program Advisor and Veterans Data Specialist to evaluate program performance and data quality at system and agency level.
4. Use system and agency level data in HMIS to make data-informed decisions about changes to the system that will improve or enhance system performance.
5. Analyze data and create reports as required by SSVF, HSN administration, sub recipients or funders as needed.
6. Co-facilitate community trainings for direct services providers on topics such as housing first, trauma informed care, and motivational interviewing with the Supportive Housing team. Facilitate SSVF specific practices and procedures training for SSVF providers.
7. Facilitate the ongoing SSVF Supportive Services meeting with community providers to share information, address systems gaps and identify areas for improvements.
8. Develop strategic and collaborative partnerships with local social service agencies, to include but not limited to the Veterans Affairs, in order to provide additional support and resources to participants.
9. Partner with Housing Stability Case Managers to better understand their first-hand, direct services perspective. Use this understanding to advocate internally for streamlined processes that center the experiences of the participants and Housing Stability Case Managers.
10. Participate in the By Name List and Veteran related community and partnership meetings.
11. Perform other duties as assigned.

Education and Experience

A Bachelor's degree in Human Services, Public Administration, Social Work, or related field; or equivalent background with three (3) years of experience working on issues related to Veterans, homelessness, poverty, housing, mental health and human services.

Preferred: experience working in or with recipients of rapid rehousing or homelessness prevention.

Individuals who are Veterans or have lived experience are strongly encouraged to apply, even if they don't otherwise meet the criteria.

Qualifications and Requirements

- Interest in and passion for HSN's mission with the ability to promote and communicate HSN's philosophy, mission and values to external and internal stakeholders.
- Familiarity with homelessness, poverty, housing, mental health, recovery and human services.
- Strong relationship builder and communicator with a customer service focus.
- Ability to learn, understand and adhere to HUD guidelines, policies and procedures.
- Ability to work cooperatively and collaboratively with all levels of employees, management, and external agencies to maximize performance, creativity, problem solving, and results.
- Ability to learn best practice models, including: Housing First, Mental Health Recovery, Harm Reduction, and Trauma Informed Care.
- Ability to communicate effectively both verbally and in writing.
- Knowledge of and experience in working with HMIS and other spreadsheets and databases.
- Proficient in MS Office (Word, PowerPoint and Excel) and computer usage to include email, internet and presentations.
- Experience leading small and large meetings or workgroups and ability to learn how to facilitate trainings with a focus on adult learning needs.

Physical Demands

While performing the duties of this job, the employee is regularly required to communicate in person or by telephone. The employee is frequently required to stand, walk and bend; to use his or her hands to finger, handle or feel objects, tools or controls; and to reach with his or her hands and arms. The employee must also be able to sit for extended periods of time. The employee must occasionally lift and/or move object weighing up to 40 pounds.

Work Environment

The position involves attention to detail and extensive organizational skills. The employee will work as part of a team as well as interface with clients, agencies and funders. The employee will spend significant portions of time in the field, and sometime in the office setting. The employee will likely encounter and be expected to address challenges associated with clients' experiences with long-term homelessness, mental health and substance abuse concerns, and other barriers to obtaining decent, affordable housing. This is a full-time position requiring 40 hours per week. Additional hours are occasionally required. Work generally occurs Monday through Friday between 9:00 a.m. and 5:00 p.m.

Conditions of Employment

- Provision of satisfactory references and completion of background investigation check
- Completion of a pre-employment drug screening as well as post-employment drug or alcohol tests upon reasonable suspicion of use
- Demonstrated computer literacy, which may be assessed through pre-employment testing.
- Completion of HSN new employee orientation and ALL required paperwork prior to reporting to work
- Compliance with all HSN Policies and Procedures.

Application Instructions

Interested applicants should submit a cover letter and resume to HSNTeam@hsncl.org with Veterans Program Coordinator in the subject line. Applications will be accepted until the position is filled.

This job description is not intended to provide, and should not be construed as providing, an exhaustive list of all responsibilities, skills, efforts or working conditions associated with a job. They are meant to be accurate reflections of the principal job elements essential for making fair and informed decisions about the job. Veterans and formerly homeless individuals are encouraged to apply.

Homeless Services Network of Central Florida [HSN] provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, HSN complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.
