



POSITION TITLE:	Program Coordinator (SSVF)
FLSA:	NON-EXEMPT
REMOTE:	NO
MEDICAID:	NO
CREATED DATE:	11/30/2023
REVISION DATE:	1/30/2024

POSITION SUMMARY

The Supportive Services for Veteran Families (SSVF) Program Coordinator provides essential support to SSVF operations and staff. The Program Coordinator assists the SSVF Program Director and Case Managers with data entry and reporting, in addition to maintaining a caseload of Veteran households as needed. The Program Coordinator will also provide direct supervision and training to staff at the SSVF MATSU location in Wasilla.

ABOUT US

CSS is a Catholic human and social services agency and behavioral health care provider that welcomes people of all faiths through its programs and employment. We provide help for our Alaskan neighbors through a variety of supportive service programs, including emergency shelter, food stability, housing, case management, and refugee assistance. CSS empowers individuals and families on their path to permanent stability, creating thriving communities for all. Located in Anchorage, Alaska, CSS is a nationally accredited organization through the Council on Accreditation (COA), which recognizes that CSS provides high quality services that meet best practice standards in the social service field.

Mission: We compassionately serve those in need, strengthen individuals and families, and advocate for the common good.

Vision: All Individuals and Families are Flourishing.

Impact Statement: Catholic Social Services empowers individuals and families on their path to permanent stability, creating thriving communities for all.

Guiding Principles: - Catholic Social Teachings - Reverence for humanity - Striving for excellence - Empowering personal fulfillment - Strengthening through collaboration –

ABOUT OUR PROGRAM/DEPARTMENT

SSVF is a case management program that provides critical supports to eligible Veteran households who are experiencing or are at risk of homelessness. SSVF assists hundreds of Veteran families each year in Anchorage and the Matanuska-Susitna Borough in reaching long-term housing stability. The SSVF Program follows Housing First, Crisis Response, and Client Choice core concepts to meet client needs in a trauma-informed manner. The SSVF Program works closely with the VA and other community service providers to ensure that our clients are connected to any and all resources available to them.

REQUIRED COMPETENCIES

Competency Requirements:

- Ability to serve individuals from diverse backgrounds, cultures, ideologies, and faiths.
- Ability to work and thrive in a team environment.
- Ability to take initiative, and work independently.
- Ability to communicate effectively both verbally and in writing.
- Excellent critical thinking skills.

- Professionalism: high level of integrity and strong ethical values. Accountability for work time and other agency resources.

Knowledge Requirements:

- Familiarity with SSVF Program rules and regulations. Ability to strategize and adapt when faced with new guidance and programmatic changes.
- Knowledge of and ability to practice SSVF core concepts; Housing First, Crisis Response, and Client Choice.
- Knowledge of and ability to practice trauma-informed care.
- Experience working with individuals experiencing/at risk of homelessness. Experiencing working with individuals in crisis.
- Knowledge of available community resources in the Anchorage and MATSU region, especially resources serving Veterans and people experiencing homelessness/people at risk of homelessness.
- Knowledge of client confidentiality practices.
- Ability to successfully supervise, support, and train a team of Case Managers and other staff members.
- Ability to develop and complete complex reports for Program funders, CSS leadership, and third-party organizations.
- Familiarity with HMIS and Coordinated Entry systems.

Skill Requirements:

- Fully proficient in Microsoft Office.
- Experiencing using Apricot, Intacct, and AKHMIS software.
- Expert level data entry skills.
- Proficient with Windows operating systems.

RESPONSIBILITIES:

- Provides administrative support, data entry support, and data reporting assistance to SSVF staff, including the Program Director and SSVF Case Managers. Reviewing data quality in Apricot and Homeless Management Information System (HMIS).
- Provides training and technical assistance to SSVF staff regarding Apricot data entry, HMIS data entry, report generation, and other data entry needs.
- Assists with the preparation and analysis of reports required by funders and other agencies.
- Provides training and oversight to the SSVF MATSU office and SSVF MATSU Case Manager. Reviews SSVF MATSU program expenses for accuracy and allowability.
- Lead SSVF team meetings if/when the Program Director is unavailable.
- Maintains a caseload of Veteran households as needed.
- Provides administrative and programmatic support services for SSVF Case Managers
- Represents CSS at Veteran outreach events and other community events relevant to the SSVF Program.
- Other duties as assigned.

QUALIFICATIONS:

The ideal candidate for the SSVF Program Coordinator position will have a bachelor's degree in human services, business, or a related field, with at least two years of experience in case management of program management

plus at least one year of supervisory experience. Experience working with Veterans, low-income families, or homeless individuals is a strong plus. Military Veterans and their family members are encouraged to apply.

WORK ENVIRONMENT

Rarely = 0 to 15% of the job.	Occasionally = 16 to 45%.	Frequently = 46 to 100%.
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Physical demands:

- Work is performed in a standard indoor office environment, with field work within the Anchorage and MATSU area frequently required. Occasional lifting of up to 25 pounds. Frequently sitting or standing at a desk for several hours at a time.

Location:

- 4600 Debarr Road, Anchorage, AK 99508 and broader Anchorage area
- 502 E. Park Avenue, Wasilla, AK 99654 and broader MATSU region

Travel:

- Travel outside of Alaska is rare. Occasional travel within Anchorage and MATSU required.

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<i>Employee Name</i>	<i>Employee Signature</i>	<i>Date</i>
_____ / _____	_____	_____
<i>Supervisor Name</i>	<i>Supervisor Signature</i>	<i>Date</i>