



Hampton Roads Community Action Program

2410 Wickham Avenue
P.O. Box 37
Newport News, VA 23607

Job Description

SSVF Program Coordinator

PURPOSE OF POSITION: To coordinate the development and operation of the Supportive Services for Veteran Families Program

SUPERVISOR: Director of Community Services

MISSION STATEMENT: To improve lives by providing optimum services and mobilizing resource that strengthen our communities.

VISION: A strong, vibrant community where all citizens are self-sufficient and empowered.

VALUES: Community Action Agencies improve people's lives, embody the spirit of hope, improve communities, and make America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.

SUMMARY

Plans, administers, and directs the operation of the Supportive Services for Veteran Families (SSVF) program. Performs supportive services for eligible veterans and their families enrolled in the SSVF program to include case management, outreach, assistance in obtaining VA benefits, assistance in accessing mainstream benefits, as well as providing temporary financial assistance with rent, and utility that will help veteran households with rehousing, and homeless prevention services as needed. Supervises and trains SSVF staff to ensure proper administration of program guidelines. Is knowledgeable of all aspects of the SSVF program. Represents the agency and the program at various meetings, committees, and conferences. Performs reporting functions to include weekly, monthly, quarterly, and year-end reports for the agency and funders. Is proficient in HMIS, empowOR and other data systems. Serves as a referral source to HRCAP programs and as a link to community-based and mainstream resources and cultivating partner relationships.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties within the scope of this position may be assigned

- To plan, administer, and direct operation of the Supportive Services for Veteran Families program.
- To assist with the recruitment and hiring of case managers, and other program staff
- To perform yearly evaluations on SSVF staff.
- To consult with the Director of Community Services to plan and coordinate client services.
- To supervise and monitor program case managers.
- To conduct staff conferences and plan training programs to maintain proficiency of staff in case management techniques and use of methods to meet clients' needs.
- Conduct client intake as needed.



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- Analyze client needs to determine services HRCAP can provide as well as what other agency can best service the needs. Complete necessary referral reports.
- Attend Continuum of Care monthly meetings as well as other meetings, seminars, conferences and weekly and monthly calls with VA regional representative
- Performing other duties as assigned.

SKILLS REQUIRED include the following. Other skills within the scope of this position may be assigned.

- Helps establish performance measures and monitors outputs and outcomes that are reported weekly, monthly, and quarterly.
- Comprehensive understanding of data systems, including tracking, reporting, monitoring, customer satisfaction, and evaluation.
- Ability to work independently, take initiative and be an effective team leader and member.
- High-level communication and interpersonal skills a must.
- Exceptional time management skills with ability to multitask; ability to work well under pressure, prioritize workload, and meet tight deadlines.
- Ability to motivate, talk, listen and comprehend people from varied life positions.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty to a high standard. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must have an agreeable personality and the ability to work in a fast-paced and intense work situation.
- Must have general counseling experience.
- Have knowledge of area services, programs, organizations, and agencies that help veterans and their families, as well as providing services to low-income or very low-income individuals in need.
- Require good writing and presentation skills.
- Ability to motivate individuals to action.
- Ability to use computers, and knowledgeable of computer programs such as Microsoft Word, Excel, the Internet, and other data systems such as HMIS.
- Ability to analyze and reason: a critical and creative thinker.
- Ability to develop a plan of action and follow through to completion.
- Ability to handle multiple tasks and mitigate crisis situations.
- Ability to be flexible and willingness to adapt to different project perimeters.
- Ability to work alone, as well as on a team.
- Position may require long hours standing, and some light to medium lifting – up to 20 pounds.
- Must possess and maintain a valid Virginia Operator's License.

EDUCATION and/or EXPERIENCE

- Minimum of a Bachelor's Degree in Social Work, Human Services, Counseling or related field and 2-5 years of experience working in a social services setting,
- Experience working with Homeless population preferred.



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- Experience working with Veterans and their families
- Experience with program eligibility evaluations.
- Proficiency in MS Office-Excel, PowerPoint, and Word.
- Adept at networking, building relationships, and community engagement.
- Experience working with service providers to deliver solutions that meet internal and external objectives.
- Compassion to work with the homeless population without judging.
- Criminal record check, driving record and credit report required for employment

SUPERVISORY RESPONSIBILITIES

Yes.

LANGUAGE SKILLS

Ability to read, analyze and interpret financial and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information to top management, public groups, and/or boards of directors. Able to communicate verbally and in writing, as well as having very strong computer presentation skills. (PowerPoint, etc.)

MATHEMATICAL SKILLS

Must be proficient in doing general math.

REASONING ABILITY

Ability to apply common sense understanding to carry out and solve situations with several variables. Strong analytical skills required. Ability to interpret instructions and draw conclusions based on information. Follow through skills are critical. Interpreting data and reviewing documents for accuracy is critical. Attention to detail is a must. Ability to organize thoughts, ideas and information in a presentation format is required for some duties. Ability to project, track, and report results.

CERTIFICATES, LICENSES, REGISTRATIONS

Current state driver's license, proof of current auto insurance coverage, satisfactory driving record and working vehicle required.

SAFETY RESPONSIBILITIES

In addition to complying with the guidelines for all associates:

Comply with all Federal, State and Local regulatory standards and procedures.

Ensure that applicable personal protective equipment is available, in proper operating condition, and used for each job performed.

Ensure that equipment is in safe operating condition and that all safeguards are in place.

Constantly monitor the work area, conduct periodic safety inspections of your area and take immediate corrective action when work areas and/or practices are deemed to be unsafe or deficiencies are found.

Conduct accident/incident/near miss investigations in a prompt and thorough manner and initiate procedures to prevent reoccurrence.



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Immediately report accidents/incidents/near misses to Human Resources and the department director.

INFORMATION PRIVACY AND SECURITY: This associate may have access to Confidential Information (CI) and is required to be familiar with the HRCAP's Privacy policy related to the handling of CI, and follow all related procedures required to protect the privacy and security of CI.

CERTIFICATES, LICENSES, REGISTRATIONS

Current state driver's license, proof of current auto insurance coverage, satisfactory driving record and working vehicle required.

PHYSICAL DEMANDS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- SEDENTARY:** Lifting up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers, and files. Walking and standing are required only occasionally
- LIGHT:** Lifting 20 pounds maximum with frequent lifting and/or carrying objects weighing up to 10 pounds. Walking or standing to a significant degree involves sitting most of the time with a degree of pushing and pulling.
- MEDIUM:** Lifting 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.
- HEAVY:** Lifting 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.

WORK ENVIRONMENT

There are no unusual work environment characteristics associated with performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- LIMITED:** General office environment infrequently exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)
- MODERATE:** Occasionally exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)
- HIGH:** Frequently exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)

STANDARDS FOR MEASURING PERFORMANCE

The effectiveness of the performance of the Program Coordinator will be measured by the following standards:

1. Submitting timely weekly, monthly, and quarterly numbers to the Community Services Director
2. Adherence to a HRCAP and SSVF policies and procedures.



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3. Achievement of established service delivery goals and outcomes.
4. Quality and level of effectiveness in building customer, community, and partner relationships.
5. Overall contribution to the achievement of the organization's mission and objectives.

Salary: \$41,683.00 annually

To Apply: Qualified individuals can complete and submit an application in one of the following four (4) ways:

- Print an application by going to <https://hrcapinc.org> and mail the application along with your resume to: P.O. Box 37, Newport News, VA, 23607
- Email a completed application and resume to hrcapresume@hrcapinc.org
- Fax a completed application and resume to 757-534-9240
- You can apply in person at:

2410 Wickham Avenue, Newport News, VA 23607
Office hours are 8:00 a.m. to 5:00 p.m. Monday through Friday

Hampton Roads Community Action Program is an Equal Opportunity Employer