



## **Program Coordinator, Supportive Services for Veterans and Families**

**Position:** Full Time / Regular / Non-Exempt

**Supervisor:** Director, Supportive Services for Veterans and Families (SSVF)

**SUMMARY:** This position is primarily responsible for assisting in the management and execution of the provision of SSVF services to Veteran clients; peer review of housing case managers; the administration of all operational aspects (program, grant and budget) of the agency's SSVF services; and the coordination of those services in conjunction with agency and community services and resources. He/she is responsible for quality control and quality assurance processes and provides oversight of client data into various systems, particularly ClientTrack and ClientTrack Client Files. He/she should expect to work primarily out of the Nashville office, but other offices as assigned.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### **Program Administration:**

1. With Director and consistent with agency, governmental and/or grant rules, regulations and guidelines, implements and/or monitors:
  - Temporary Financial Assistance for Veterans.
  - Veteran client files.
  - Supportive Services department policies and procedures (Case Management and Temporary Financial Assistance services).
  - Regular case staffing for Veterans receiving agency supportive services.
  - Process improvement.
2. With Director, coordinate provision of supportive services with appropriate OSDTN staff.
3. With Director, coordinate through outreach and participation in community meetings/forums, the provision of OSDTN supportive services with Veteran and community social services agencies.

#### **SSVF:**

1. Provide peer review to all housing case managers, including periodic one on ones, with detailed notes and constructive feedback to ensure the highest quality standards of care of enrolled Veterans and their families.
2. Implement department quality assurance / control standards.

3. With Deputy Director, assist in the maintenance of department procedures, developing a case manager training plan, and auditing of client records.
4. With Data Coordinator, maintain databases(s) and complete aggregate reporting for the agency's Case Management and Temporary Financial Assistance services consistent with grant and agency standards.
5. Coordinate department daily operations to include ordering, purchasing, scheduling and other administrative functions.
6. When indicated, assist with Veteran eligibility and, screening and/or outreach.
7. Participate with team to identify, develop and implement best practices for services.

### **Homeless Management Information Systems (HMIS) and ClientTrack:**

1. Ensure complete data entry of relevant individual client demographic, enrollment/termination, and services information into the agency/community's Homeless Management Information System (HMIS), ClientTrack and ClientTrack Client Files.
2. With Data Manager, manage and complete the process for regular data uploads and aggregate reporting of services.
3. With administration, assist in the process of auditing HMIS and individual charts in ClientTrack and ClientTrack Client Files to ensure compliance with agency, grant and CARF standards.

### **General Duties:**

1. Adhere to Agency and Department policies and procedures.
2. Participate in Agency and Department meetings and events, collection of data/information, and Quality Improvement Monitoring and Review.
3. Perform other duties as designated by supervisor or agency.

### **QUALIFICATIONS:**

Bachelor's Degree in social or human services or related field. Two or more years of program coordination, case management/social work, or equivalent experience. Possesses valid, current Driver's License

### **OTHER SKILL, ABILITIES, AND QUALIFICATIONS:**

- Veteran Preferred.
- Program management experience.
- Comprehensive knowledge of regional Veteran services and resources.
- Excellent multi-tasking and time management skills.
- Broad capacity for global thinking and creative problem solving.
- Ability to motivate clients and teammates toward success.
- Compassionate, energetic and team focused.

### **BENEFITS:**

Fun, mission driven culture; excellent PTO policy; 401K and subsidized health care, dental and vision plan.

### **HOW TO APPLY:**

A resume and cover letter should be submitted to [jobs@osdtn.org](mailto:jobs@osdtn.org). No phone calls please. Selected candidate must pass a drug test and background check.

OSDTN is an equal opportunity provider of services and an equal opportunity employer-Civil Rights Act of 1964 and Americans with Disability Act of 1990. If you require support or adjustments during the job application or interview process, please contact us via email at [jobs@osdtn.org](mailto:jobs@osdtn.org) or call 615-248-1981 and ask for HR. OSDTN is committed to complying with federal and state laws regarding individual needs, ensuring reasonable accommodations for applicants and candidates who may require assistance.