



Veteran Admissions/Operations Coordinator

Position: Full Time / Salary / Non-Exempt

Supervisor: Director, Clinical Services

SUMMARY: The Veteran Transitional Housing Program (THP) Admissions/Operations Coordinator (AOC) works directly with the Director, Clinical Services (DCS) and is responsible to provide clinical, administrative, reconciliation, and/or clerical duties to increase the overall operational efficiency of the Transitional Housing Program. The AOC's activity will focus to the following departmental processes: Veteran Screening and Admission, HMIS, over-sight of house administration/safety protocols and processes, program supplies, and Veteran / department receipts.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Day-to-day provision and management of the THP Screening, Admission, and Discharge processes including:
 - Record, monitor and report relevant census information.
 - Establish and maintain appointments and schedule (Screening and Admission)
 - Conduct screening, enrollment, and/or admission with Veterans: interviewing, signature of contracts, and/or collection of eligibility documentation.
 - As required, secure and maintain access to hotel rooms.
 - Enter relevant information on each Veteran served in CES/HMIS data base.
 - Audit completed paper and electronic chart for accuracy and completeness.
2. Oversight of day-to-day provision and management of individual THP houses
 - Coordination with Facilities and maintenance on normative issues
 - Coordination with Facilities and Maintenance on emergency issues
 - Coordination with Case Managers on documentation of health and safety regulations
3. Day-to-day provision and management of the Veteran / Program supply processes (inventory, ordering, expense reporting, and distribution) including:
 - Hotel receipts
 - House / Program Supplies
 - Gas
 - MTA Identification and 31 Day Bus Pass
 - Alcohol and Drug Testing supplies and equipment
 - Veteran Admission and Discharge Resources
4. Coordinate Van Transportation processes:

- Provides day-to-day management/coordination of the THP Driver(s) and related services.
 - Create, monitor and maintain van driver schedule.
5. With DCS, coordinate department efforts for compliance with agency, grant, and community standards for the clean and safe operation of each of the 7 THP houses including:
 - Develop, revise, update and maintain operations manual for houses.
 - Conduct on-going training with staff, resident advisors and residents on operations.
 - Conduct with Senior Facilities and Maintenance Technician, Case Managers and Resident Advisors, monthly house inspections to include monitoring of relevant safety logs and maintain record of results.
 6. Assist DCS with the management of documentation for THP budget to include supplies, program expenses, and staff expenses.

General Duties and Responsibilities:

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:

Associate degree required, bachelor's degree preferred and /or commensurate two or more years of experience office administration, operations management, preferred in social services setting.

Possess valid, current Tennessee Driver's License.

OTHER SKILL, ABILITIES, AND QUALIFICATIONS:

- Veteran, or military cultural competency, preferred.
- Excellent organizational, multi-tasking and time management skills.
- Ability to motivate clients and staff toward success.
- Compassionate, energetic and team focused.
- Comfortable in individual, group and public speaking environments.