



## **Coordinator, Shallow Subsidy**

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

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

**SUMMARY:** The position is primarily responsible for assisting in the management and execution of Shallow Subsidy (SS) services within the SSVF program. The employee will administer the SS services and ensure careful assessment of Veteran, and his/her family housing needs, develop action plans and provide or arrange assistance through referrals to other community partners. While maintaining a case load, the employee will provide peer review of Shallow Subsidy Case Managers (SSCMs) to revise plans as needed to maximize success while ensuring compliance with the SS service and SSVF program. This position will primarily work out of the Nashville Service Center but may require infrequent travel to our other Service Centers.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. With Deputy Director and consistent with agency, governmental and/or grant rules, regulations and guidelines, develops, oversees, and implements:
  - SS policies and procedures, specifically, refine policies and procedures to ensure compliance with the VA's SS Compliance Guide and implements and/or monitors process improvement and quality assurance/control standards.
  - Review and make recommendations for the transition of Veterans from traditional SSVF to SS services and out of SS services.
  - SSVF SS Temporary Financial Assistance for Veterans; review and update processes to ensure only allowable costs.
  - Data entry for all services provided; assists with collection and reporting of SS outputs and outcomes and reports the results of such, including HMIS.
2. With Deputy Director, coordinate the provision of SS services with SSVF staff.
3. Ensure accurate reporting and tracking of needed documentation of services rendered to include: contacts, units, progress notes, assessments, care plans and outcomes.
4. Provide direct point of contact for case manager questions, advice and case conferencing.

**Case Management:**

1. Provides SS "light touch" case management services to low-income Veteran clients consistently throughout a 2-year enrollment period.
2. Completes a limited range of social work / case management activities centered on housing stability with housing vulnerable Veterans and their families: Intake and Assessment, Care Planning, Referral, Liaison/Brokering, Education and Advocacy.
3. Develops, implements, and revises 2-year housing stability plan and assist with budgeting with SS clients.
4. Coordinates access and use of agency and community direct financial assistance resources to focus primarily on rental subsidy for the 2-year SS enrollment period, but occasionally to include other temporary financial assistance supporting housing stability.
5. Facilitates proactive problem solving and communication between the SSCMs, clients, and landlords.
6. Oversees and ensures the process of maintaining needed program eligibility documentation in accordance with the VA's SS Compliance Guide, SSVF Program Manager guidance and agency standards.
7. Participates with team to identify, develop, and implement best practices for services.
8. Maintains needed documentation of services rendered to include: contacts, services, progress notes, assessments, care plans and outcomes.
9. Maintains work consistent with Department / Team Quality Assurance Standards.

**Resource Identification / Outreach:**

1. Identify, establish and / or maintain contact with key housing services / resources providers that support permanent housing stability.
2. Identify, establish, and/or maintain contact with key Veteran and social services providers of services that support client long-term permanent housing stability.

**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 to include assistance with events.

**QUALIFICATIONS:**

Bachelor's degree from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience. Strong preference for those candidates with experience with housing, homelessness and related social services and resources. Possesses valid, current driver's license.

**OTHER SKILLS, ABILITIES, AND QUALIFICATIONS:**

- Veteran Preferred.
- 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 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@osdtm.org](mailto:jobs@osdtm.org). No phone calls please. Selected candidate must pass a drug test and background check.

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