

CITY OF CHATTANOOGA

Classification Specification Title: Homeless Services Coordinator

Department: Economic Development

Pay Grade: GS.09

Supervision Received From: Lead Service Coordinator

FLSA Status: Exempt

Supervisory Responsibility For: None

Established: 7/1/21

**Revision Dates: 4/2/25;
11/22/24; 3/16/22**

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for providing professional social counseling, support, and clinical case management to homeless individuals and families by meeting them on the streets, in camps, and other remote areas of the city, building a relationship with them, and assisting them in finding permanent housing. Under direct supervision of the Homeless Program Coordinator, provide a range of services to individuals and families experiencing homelessness. Services include outreach, screening, assessment, housing interventions, advanced case management and data entry into the Homeless Management Information Services database.

SERIES LEVEL:

The Homeless Services Coordinator is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Manage personal caseload by making decisions about prioritizing client needs and make recommendations on how to meet the needs of those clients

Make decision on how to regularly improve the services offered to clients

Evaluates, approves and makes recommendations for community outreach and education initiatives that would benefit clients

Manage ongoing partnerships to work through barriers, recognize innovative opportunities, provide recommendations to leadership for system-wide decision making

Works independently or as part of a team to assess an individual's or a family's social functioning; assesses individual/family needs and identifies problems; provides education and counseling on an individual or group basis; develops with the client an individual/family plan to improve social functioning.

Carries Caseload of homeless individuals and families while working to place them into housing and supports them once in housing.

Finds, identifies, and works to establish a relationship with homeless individuals and families on by name lists.

Works a flexible schedule to meet the needs of the program, staff and clients and to be responsive to changing environmental conditions which may impact homeless people.

Maintains appropriate and accurate documentation of services provided; maintains liaison with community resources to ensure responsiveness; may collect data and file reports; performs other related duties as assigned.

Through visits with individuals experiencing homelessness, identifies new homeless individuals and families and gathers appropriate information to add them to relevant by name lists.

Regularly visits homeless service provider agencies to build relationships with agency staff and individuals experiencing homelessness seeking services there, in order to effectively pass on necessary communication to homeless individuals and families on by name lists.

Researches resources offered locally in order to match homeless individuals and families with appropriate services, agencies, and case management.

Assesses, performs intakes, and works with people to address barriers to housing, creating individualized case plans to achieve goals; provides follow-up case management

Follows up and coordinates with agency staff regularly to ensure individuals and families proceed quickly into permanent housing.

Coordinates with landlords and drives individuals and families to look at possible housing opportunities in affordable housing units.

Coordinates and drives personal cars to transport individuals and families to necessary appointments that will help facilitate quickly getting individuals and families into housing.

Attends weekly housing group meetings to report on progress and be assigned new tasks. Reports on progress daily to the Homeless Program Manager.

Be available on nights and weekends to respond to clients in crises and provide necessary interventions by making crisis intervention decisions on how to prioritize the needs of the clients.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Bachelor's degree in social work or a related field, and three (3) years or any combination of relevant education, training or experience sufficient to perform the essential duties of the job will be considered. Willing to work as a general case manager, providing on-site services, as staffing and patient needs may require.

LICENSING AND CERTIFICATIONS:

Valid Driver's License

KNOWLEDGE AND SKILLS:

Knowledge of motivational interviewing and practices; working with persons in crisis situations; local homeless service providers and resources for homeless individuals and families.

Skill in prioritizing work; prioritizing needs of individuals; analyzing basic data and reports; creative problem solving; situational awareness; handling multiple tasks simultaneously; collaborating with external partners; and, excelling in communication and interpersonal skills as applied to interaction with coworkers, supervisor, outside agencies, homeless neighbors and others, sufficient to exchange or convey information and to receive work direction; techniques of Non-Violent Crisis Intervention, or other similar program, to safely interact with people who may be mentally ill, abusing substances, or otherwise confused, aggressive or hostile; leadership to coordinate work amongst other team members.

Ability to work independently with minimal supervision. Ability to work as a team member. Ability to relate well with clients and staff.

PHYSICAL DEMANDS:

Positions in this class typically require: Frequent and some strenuous walking, being outside in all types of conditions, lifting up to 20 lbs.; frequent bending, lifting, kneeling, sitting, crawling, climbing. Walking on uneven surfaces. Expected to work outdoors in all weather conditions including rain, heat, cold, humidity. Work is frequently outside of the office and includes frequent travel. May encounter poor living conditions. May encounter some potentially hazardous environments.

WORK ENVIRONMENT:

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects.

SPECIAL REQUIREMENTS:

Safety Sensitive: Y

Department of Transportation - CDL: N

Child Sensitive: Y

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.