

**CITY OF CHATTANOOGA**  
**Classification Specification Title: Lead Homeless Service Coordinator**

**Department: Economic Development**

**Pay Grade: GS.11**

**Supervision Received From: Dir. Homeless Initiatives**

**FLSA Status: Exempt**

**Supervisory Responsibility For: Service Coordinator Staff**

**Established: 4/24/23**

**Reviewed Dates: 4/2/25;**

**11/18/24; 10/18/24; 10/20/23**

**CLASSIFICATION SUMMARY:**

Incumbents in this classification will serve as the direct supervisor for the Service Coordination Team and participate in the hiring process for Service Coordinators. Assigns clients to the caseloads of the Service Coordinators while assisting service coordinators with client concerns and issues that arise on a regular basis. Under direct supervision of the Homeless Program Manager, 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 Lead Homeless Service 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 ongoing transformational partnership meetings to work through barriers, recognize innovative opportunities, provide protocols for system-wide decision making

Meets with employees on a regular basis to discuss their work performance. Provides feedback to employees about areas of improvement.

Serves as the direct task supervisor for the Service Coordination Team.

Participates in the hiring process for Service Coordinators

Attends leadership meetings with Program Manager and other Team Leaders

Ensures that Service Coordinators are accurately documenting their work in the Homeless Management Information Services database.

Leads onboarding and training of newly hired Service Coordinators.

Provides ongoing training for Service Coordinators.

Assists service coordinators with client concerns and issues that arise on a regular basis.

Approves time off requests.

Assigns clients to the caseloads of the Service Coordinators.

Facilitates communication between OHSB and the Chattanooga Housing Authority

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 support 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.

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:

Master'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.