

**JOB TITLE: SASH 4 ALL / HOUSING SERVICES COORDINATOR
WINDHAM & WINDSOR HOUSING TRUST**

SUPPORTIVE SERVICE PROGRAMMING AT WWHT: WWHT self-manages 395 multi-family rental units and 40 mobile home park lots. Approximately 25% of our residents are engaged in supportive services such as life skills training, mental health counseling, addiction supports, parenting support, job training, etc. We oversee a Support and Services at Home (SASH) 4 All program designed to strengthen individuals and families. We also oversee a Support and Services at Home (SASH) program for seniors in the Windsor Vermont area and provide permanent supportive housing for the chronically homeless at two sites in Brattleboro (the Chalet and Great River Terrace) in partnership with the Groundworks Collaborative, which is responsible for direct service provision. We also have a partnership with SEVCA to provide case management for some of residents who need more in-depth support.

SUMMARY OF JOB: The SASH 4 All / Housing Services Coordinator works under the direction of the Resident Services Manager and in collaboration with Property Management in its efforts to improve, health and wellness, mental health, food security and housing stability for SASH 4 All participants and tenants. Key responsibilities throughout our non-permanent supportive housing portfolio include educating individuals and families regarding supportive services which are available in the community, assisting them in applying for services and benefit programs, helping participants and residents build support networks and making referrals to service providers.

REPORTS TO: Resident Services Manager

PRIMARY RESPONSIBILITIES: SASH for All Coordinator (75 %):

- Coordinates a broad and flexible spectrum of support through a partnership between SASH 4 All staff, partner community organization staff, and the individuals or families who choose to participate (a voluntary program).
- Facilitates support and assists with specific needs and circumstances of individuals and families as well as address existing and emerging trends of needs and opportunities for the population of the community.
- Participates in the Center for the Study of Social Policies (CSSP) Strengthening Families– Protective Factors Framework and Youth Thrive – Promotive Factors Framework.
- Acquires and demonstrates through delivery a knowledge of parental resilience, social connections, knowledge of parenting and childhood development, support in times of need, and social and emotional competence of children.
- Works in partnership with existing community provider organizations to ensure that needed support and expertise is available and accessible.
- Coordinates development of healthy living planning and goal setting focused on building protective and promotive factors. Develops and maintains a regular Community Healthy Living Plan calendar of wellness activities and events for SASH 4 All participants and residents.
 - Arranges and schedules assessments of SASH 4 All participants to determine health and functional needs
 - Conducts person-centered interviews with all SASH 4 All participants to understand their interests, needs, ideas, concerns and opinions.

- Acts as key contact person for information sharing regarding SASH 4 All participants among the SASH 4 All team, wellness nurse, family members and volunteers.
- Participates in community outreach and marketing activities.
- Communicates in a positive, person-driven and respectful manner with a strengths-based approach to all aspects of support provided to participants, residents, community members, co-workers, volunteers, visitors and family members.

PRIMARY RESPONSIBILITIES: Housing Services Coordinator (25%):

- Educates tenants at lease up regarding key supportive services which are available in the community.
- Supports housing stability by assisting residents throughout non-permanent supportive housing portfolio in applying for benefits (e.g. Reach Up, 3SquaresVT, SSI, Medicaid, etc.), and housing subsidies (applications, recertifications, etc.)
- Assists Property Management by working with residents to address housekeeping and hoarding issues; provide crisis intervention and conflict resolution assistance as needed.
- Assists residents by providing emotional support, help in accessing transportation, and assistance with employment search, etc.
- Tracks progress of WWHT residents in achieving greater housing stability and independence.

DESIRED ABILITIES:

- Ability to work independently and collaboratively in a team environment
- Active listener, empathetic, strong communication and interpersonal skills, strategic thinker and problem solver
- Facility with computer systems and common software applications
- Passion for service, especially focused on the need to increase resident stability and success.

REQUIRED EXPERIENCE AND TRAINING:

- Bachelor's Degree in social work, sociology, psychology, or an equivalent combination of education and experience
- Previous experience working with high-risk populations, and/or coordinating services specifically for the homeless population and children is preferred
- Knowledge of area resources and programs available to low-income individuals and children, including transportation, health services, and housing are strongly preferred
- Must possess a valid drivers license
- Familiarity with HIPAA regulations and ability to handle sensitive information in a confidential, professional manner

RACE, EQUITY, DIVERSITY AND INCLUSION:

WWHT is committed to integrating the values and practices of diversity, equity, inclusion and racial and social justice into its operations. The Housing Services Coordinator should have skills and acumen which reflect experience and commitment to approaching and addressing issues through a social justice framework.

PHYSICAL AND MENTAL DEMANDS OF THE POSITION:

