CATHOLIC SOCIAL SERVICES
JOB DESCRIPTION

TITLE: SSVF Navigator & Compliance Coordinator
PROGRAM: Homeless Family Services
STATUS: Full-time / Non-Exempt
SUPERVISED BY: HFS (SSVF) Program Manager
UPDATED: 09/2020

Job Summary: The SSVF Navigator & Compliance Coordinator will be instrumental in supporting the work of SSVF to prevent homelessness and obtain permanent housing for very low-income homeless veterans and veteran families in Anchorage. The role will also provide support to the Program Manager and all SSVF staff in scheduling and coordinating all logistics for activities sponsored by the SSVF grant. The Navigator & Compliance Coordinator will also play a critical role with respect to entering SSVF demographic information into national and agency client service database; ensuring that participant files are properly set up once client is accepted into SSVF Program and securely stored in accordance with the confidential records policy. The Navigator & Compliance Coordinator will also play a critical role with respect to entering SSVF demographic information into national and agency client service database; ensuring that participant files are properly set up once client is accepted into SSVF Program and securely stored in accordance with the confidential records policy. The Navigator & Compliance Coordinator will be instrumental in the inputting of client information into HMIS and successful upload to the VA repository on a monthly basis. This role is a team member that shares in the responsibilities required to maintain operations and serve the mission of CSS. This includes, but is not limited to: attending events, obtaining training, undertaking research, traveling, other duties as assigned. This will include developing and maintaining a SharePoint intranet website for the SSVF team.

Qualifications: Passion for ending Veteran homelessness · Strong interpersonal and written and verbal communication skills · Skill in organizing resources and establishing priorities · Working knowledge of community resources · Skilled at building trust and rapport with people from diverse backgrounds · Ability to work alone on own initiative, often with minimum supervision, as well as part of a small team · Knowledge of federal, state and/or community funding sources and mechanisms · A strong public service orientation to work well with faculty, staff, and other stakeholders · Ability to foster a cooperative work environment · Flexibility · Skilled in the use of personal computers, including knowledge of Microsoft Office, and ability to learn and correctly enter data into the Homeless Management Information System · Ability to work with a diverse team in a fast-paced environment · Enthusiasm and the ability to thrive in an atmosphere of constant change · Ability to maintain confidentiality of identifying client information · Must be able to travel independently throughout Anchorage and transport persons in their own vehicle.

Education & Experience: The ideal candidate for the SSVF Program Coordinator position will be an individual with an associate degree in Human Services or Business, with at least two years of entry-level experience in a human services agency (or equivalent “customer service” environment in the private sector). The candidate will have experience supporting a team both in person and remotely.

The ideal candidate will be extremely comfortable with using and learning new technologies that will assist the SSVF program to serve veterans more effectively.

Knowledge and experience of Anchorage, Anchorage VA, and the local network of
community based health and human services organizations serving low income homeless populations, or veteran families at risk of homelessness, is preferred.

Past experience working as part of a collaborative of agencies that have entered into referral and service coordination agreements will also be very desirable for this position. Experience serving in the military is not required.

Experience with creating intranet team sites using SharePoint or Microsoft Teams is highly desirable.

**Confidentiality:** Must adhere to and respect all agency and program policies regarding participant rights and responsibilities; maintain confidentiality of all SSVF participant information, past and present; share information with other community base providers only where the SSVF participants has given his/her permission for the release of information. This covers any written or verbal communication regarding a participant’s identity, address and housing situation.

**Skills:**

**Technical Skills:** Must have demonstrated skills in the MS Office 365 Suite or higher (includes WORD, EXCEL, POWERPOINT, EMAIL OUTLOOK, SHAREPOINT, ACCESS, TEAMS). Ability to create interactive forms is highly desirable. Familiarity with AKHMIS is a plus but demonstrated skills in any database program is acceptable. If selected for an interview you will be asked to demonstrate your abilities. Additional knowledge in the following is ideal, but not required: Adobe Acrobat for PDF and DocuSign. Experience with data quality improvement initiatives is highly desirable.

**Interpersonal & Leadership Skills:** A strong work ethic, organizational skills and a motivation to prevent homelessness or help low income veterans and veteran families who are already homeless is required for this position. Experience and comfort working in a team environment is essential. Demonstrated ability and motivation to learn human services skills and share knowledge about existing resources is very important. The ideal candidate will be self-motivated and able to motivate others; who enjoys social interaction and engagement with military personnel and their families; and can successfully gain the acceptance and trust of SSVF participants, as well as with staff in other agencies that service veteran families.

**Communication Skills:** Must have excellent oral and written communication skills. Must possess strong observation and critical analysis skills as well as strong sense of personal responsibility. Familiarity with Motivational Interviewing is a plus. Must feel comfortable speaking to diverse groups of people with cultural humility and is highly desirable. Confidently able to communicate complex and nuanced concepts and ideas. Current training on military family benefits offered by the VA as well as familiarity with military family challenges is desirable.
**Duties & Responsibilities:**

**Program Administration:**
- Works with the Program to schedule and coordinate data collection for incoming program client eligibility
- Facilitate weekly team meetings and follows up with staff to ensure veterans are receiving the proper services as per the terms of the SSVF grant agreement.
- Oversees all HMIS data entry and VA uploads to ensure compliance with monthly/ quarterly grant requirements.
- Provides basic SSVF program information for all incoming inquiries about the SSVF program; documents the nature of requests, and refers to appropriate staff.
- Responsible for coordinating all trainings and disseminating webinars for staff, along with documentation that these trainings/webinars were attended; Participates in ‘in-service’ trainings, as needed, to develop and/or enhance the knowledge, skills and abilities of the SSVF team.

**Outreach & Prescreening:**
- Conduct Prescreening of potential participants.
- Compiles and enters all case notes into data system to ensure compliance with subcontract agreement.
- Enters and reports Temporary Financial Assistance expenditures into HMIS via service transactions.
- Ensures that client files for entry, recertification and exit or those pending review are properly maintained and securely stored in accordance with the confidential records policy.
- Ensures that CSS Data Quality reports are completed on time and accurately.
- Assists SSVF case managers in maintaining updated SSVF participant records.
- Perform a variety of administrative and clerical duties which include answering phones, responding to general email inquiries, copying, collating, faxing, filing and mailing; perform ad hoc miscellaneous duties as assigned.
- Refer clients to appropriate community service provider when SSVF services are not possible.
- Conducts work in team environment cooperatively and proactively. Upholds service mission by actively contributing towards team approach.
- Accepts and responds to supervision by SSVF Program Manager.

**Physical Requirements:** Ability to lift 25 lbs.

**Training Requirements:** Agency and department orientation; First aid/CPR; de-escalation techniques; blood borne pathogens and any other updated training, as required. Attend all staff meetings and in-service training as required. Must possess a valid driver’s license and auto insurance.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so
classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature: ___________________________  Date: ____________

Supervisor Signature: ___________________________  Date: ____________