

Avalon Housing

Job Description: Support Coordinator – Adult Services Team

Avalon Housing is a nonprofit supportive housing provider created in 1992 as a long-term solution to homelessness. We believe that housing is a basic human right. We are a housing developer, property manager, and service provider dedicated to providing affordable housing and support services for people who are homeless and who have physical and behavioral health challenges. Our goal is to help supportive housing residents achieve stability, increase self-determination and build community. Avalon owns and operates 260 apartments at 20 sites throughout Ann Arbor, manages over 100 rent vouchers with private landlords, and partners with both the Ann Arbor and Ypsilanti Housing Commission to provide housing alternatives for more than 500 formerly homeless households throughout Washtenaw County. Individualized supports and community programs are available on a voluntary basis to all 650 residents, including more than 200 children.

Our Adult Support Coordinators provide outreach, intensive case management, care coordination, community building, and housing support services to households in scattered sites, both Avalon owned and with private landlords. The individuals served by this position face many challenges including multi morbid conditions, mental illness, substance abuse disorders, and/or chronic medical conditions alongside a history of chronic homelessness. Some individuals served by this position are a part of the FUSE initiative which targets high utilizers of emergency systems who are homeless and have chronic health conditions.

Utilizing a “Housing First” approach, the Housing Support Team works closely with tenants to help achieve housing stability and move beyond homelessness. Services staff also collaborates with community partners to ensure the coordinated delivery of a broad range of services that meet the mental, physical, psycho-social and housing needs of the individuals either through direct service or linkage to appropriate resources.

Job Responsibilities:

- Research and identify suitable affordable housing options for individuals experiencing homelessness, and recruit landlords to provide housing opportunities
- Provide direct case management and/or coordinate with case management in the community to provide continuity of service for participants.
- Communicate effectively with local community and external agencies; successfully foster relationships which enable needed resources to be accessed.
- Assertively locate, outreach, and engage individuals on the streets, in shelters, ERs, or other outlying/non-traditional settings
- Maintain lease and compliance files in an orderly, up-to-date manner.
- Provide ongoing, active outreach and creative engagement to tenants
- Conduct comprehensive assessments and help tenants develop action plans to achieve goals
- Work with tenants and property management to coordinate eviction prevention efforts and develop housing permanency plans.
- Assist tenants in developing basic life skills including tenant rights and responsibilities and maintaining an apartment
- Provide budgeting/financial literacy support, assist tenants in attaining or increasing income as appropriate
- Negotiate and advocate with external community resources
- Link tenants to employment opportunities and skill development opportunities
- Assist tenants with accessing needed medical, mental health, substance use, and psychosocial supports
- Assist tenants with conflict resolution among tenants and neighbors

- Provide crisis intervention as needed
- Meet documentation requirements as dictated by program need
- Participate in staff meetings and training sessions
- Other duties as assigned

Supplemental Job Duties:

- Work with clients in their homes, in community centers, and in the larger community
- Attend staff meetings, retreats and professional training sessions
- Participate in on-call rotation and occasional evening and weekend work as necessary
- Assist tenants as needed with activities of daily living such as transportation, housekeeping, meal preparation, medication, shopping, laundry, or other hands on assistance

Required Qualifications

- Bachelors or Master's degree in a social or behavioral science or relevant field or three years of relevant experience
- Experience working with similar populations, including people who are homeless, people with mental illness, chronic health, and/or addiction disorders

Desired Skills and Abilities

- Ability to effectively work with diverse populations in a non-judgmental way
- Capacity to respond to crisis situations
- Strong communication skills – both verbal and written
- Strong problem-solving skills
- Ability to give and receive constructive feedback
- Ability to recognize appropriate boundaries with clients
- Proven flexibility and creativity
- Ability to work as part of a team
- Must possess a highly positive and enthusiastic attitude and strong commitment toward helping those in need
- Strong organizational skills
- Capacity to respond to crisis situations
- Interest and experience in working with individuals who are difficult to engage and refer to traditional programs, subscribe to a philosophy of tolerance and ability to engage with individuals in their current stage of change, expressed knowledge, acceptance, and/or experience with principles of harm reduction
- Ability to communicate and work effectively with staff from various backgrounds
- Ability to work flexible hours as required by programs and staffing needs including occasional evenings and weekends

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee will be required sit for long periods of time, drive a vehicle with passengers, communicate with other persons by talking and hearing, required to lift and carry items weighing up to 25 pounds and to operate computer hardware systems.

A valid driver's license and reliable transportation is required.

Salary: Commensurate with experience and qualifications

Benefits: Excellent benefits package, including Health, Dental & Vision, generous vacation and holidays, optional 403b and more.

Reports to: Adult Services Team Leader

Status: Full-time, Salary non-exempt

To apply please send a resume, cover letter, and references to jobs@avalonhousing.org

or mail to:

Avalon Housing, Inc., Attn: Personnel

1327 Jones Drive, Suite 102

Ann Arbor MI 48105

This posting will remain open until the position is filled.

Please include the job position title in your email subject line.

Avalon Housing is an Equal Opportunities Employer