

Avalon Housing

Job Posting: Support Coordinator – Youth & Family / Adult Services (Case Manager)

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 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. This position serves both families and adults with the Youth and Family Services/Adult Services teams. The individuals and families served by this position face many challenges including multi morbid conditions, mental illness, substance abuse disorders, domestic violence, the involvement of child protective services, and/or chronic medical conditions alongside a history of chronic homelessness.

Utilizing a “Housing First” approach, the teams work 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:

- 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
- 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
- Work to build community and peer support among tenants including participation in community programming activities
- Meet documentation requirements as dictated by program need

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.

Job Title: Support Coordinator – Youth & Family / Adult Services

Reports to: Youth & Family Support Coordinator Lead. This position and office is based in Ann Arbor MI.

Status: Full-time, hourly, non-exempt. This position is benefits eligible.

Schedule: This full-time position is 40 hours per week, with some weekend and evening flexibility required.

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