

Job Description

Job Title:	Program & Compliance Coordinator
Position Type / Status :	Full-time/ Non-Exempt
Reports To:	SSVF Program Manager

Advocate Program, Inc. Overview

Advocate Program, Inc. is a multi-faceted community agency whose missions is to facilitate social change and enhance public safety through leadership, research, education, supervision, and services, utilizing best and evidence-based practices.

The Advocate Program, Inc. is a private not-for-profit agency offering structured probation, traditional probation, diversion and community service programs to the Courts of the Eleventh Judicial Circuit (Miami-Dade County, Florida), both adult and juvenile. Additionally the Program operates a Licensed D.U.I. School.

Job Purpose:

The SSVF Program & Compliance Coordinator will be instrumental in supporting the work of the Advocate Program SSVF grant to prevent homelessness, and obtain permanent housing for very low income homeless veterans and veteran families in Miami Dade and Monroe Counties. The SSVF Program & Compliance Coordinator will also provide support to the Director and all SSVF staff in scheduling and coordinating all logistics for biweekly and quarterly meetings or community education programs sponsored by the SSVF grant. The Program & Compliance Coordinator will also play a critical role with respect to entering SSVF demographic information into 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 Program & Compliance Coordinator will be instrumental in the inputting of client information into HMIS and successful upload to the VA repository on a monthly basis. The Program & Compliance Coordinator may also be called upon to provide administrative support to the Director, and other SSVF staff, as needed to ensure the effective coordination of SSVF programs and services.

Responsibilities:

- ◆ Works with the Director to schedule and coordinate all logistics for bi-weekly subcontractors/case meetings; keeps minutes and maintaining attendance records to document compliance with SSVF contractual requirements.
- ◆ Leads all bi-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.
- ◆ Collects all eligibility screeners from outreach team and ensures completeness

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- ◆ Compiles and enters all CAHSD case notes into data system to ensure compliance with subcontract agreement.
- ◆ Sets up and confirms meetings and follow up appointments for Director.
- ◆ Enters SSVF demographic information into client outreach database and prepares monthly and quarterly reports
- ◆ Enters and reports Temporary Financial Assistance expenditures on TFA database.
- ◆ Ensures that client files for entry, exit or those pending review are properly maintained and securely stored in accordance with the confidential records policy
- ◆ 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 inquires, copying, collating, faxing, filing and mailing; perform ad hoc miscellaneous duties as assigned.
- ◆ Processes and orders emergency supply requests for SSVF Program Participants.
- ◆ 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 Director of SSVF Program.

CONFIDENTIALITY:

Must adhere to and respect all 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.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty listed above satisfactorily. The requirements listed below are representative of the additional knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

EDUCATION and/or EXPERIENCE

The ideal candidate for the SSVF Program Coordinator position will be an individual with an Bachelor's Degree in Human Services or Business, with at least two years of entry-level experience in a human services

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agency (or equivalent “customer service” environment in the private sector). Knowledge and experience of Miami-Dade County, the Miami VA, Miami Vet Center 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, but will be considered highly desirable.

INTERPERSONAL SKILLS AND 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.

COMMUNICATIONS SKILLS

Must have excellent oral and written communication skills. Must possess strong observation and analytical skills; functional knowledge of emergency assistance services in Miami Dade County; strong personal responsibility. Current training on military family benefits offered by the VA as well as familiarity with military family challenges is preferred. Flexible approach to working hours is mandatory, as it impacts Advocate's ability to serve Participants outside of traditional “9 to 5” business hours.

LANGUAGE SKILLS

Ability to read, analyze and interpret program procedures, outreach protocols and related policies. Ability to write reports, correspondence, and assist team in outreach tools development. Ability to effectively present information and respond to questions about the SSVF Program from groups of managers, clients, customers, and the general public. Ability to communicate in Spanish is highly recommended.

TECHNICAL SKILLS

Must have demonstrated skills in the MS Office 2000 Suite or higher (includes WORD, EXCEL, POWERPOINT, EMAIL OUTLOOK or EMAIL EXCHANGE) and Internet Explorer

Ability to use or is familiar with web based social networking tools such as Facebook, Twitter, MySpace, etc..

Additional knowledge in the following is ideal, but not required: Adobe Acrobat for PDF

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creation; Document Scanning; CD Burn/creation

I acknowledge receipt of this job description, and understand I am responsible for understanding its contents, and to ask for clarification if I have any questions. I further understand this description is intended to describe the essential job functions and qualifications for this position. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time. I also understand that no employee shall interact with clients on a personal, financial, business, social or sexual basis. Such activity may result in disciplinary action up to and including immediate termination of employment.

Employee Signature: _____

Print Name: _____

Date: _____