

Pathways To Housing, Inc.

Title: Service Coordinator /Peer Specialist

Reports to: Team Leader

Service Coordinators are members of the ACT team and work together to provide services in a flexible, compassionate, and responsible manner. The Service Coordinator provides and coordinates all services and has a primary caseload of ten clients and shares responsibility with team for all other clients who have histories of homelessness, psychiatric disability, substance abuse, criminal justice, and other trauma.

RESPONSIBILITIES

- Collaborate with client in the formulation of a comprehensive service plan that is reviewed and modified with client on a regular basis.
- Provide outreach, case management, counseling, advocacy, and other needed services to clients in any environment including: the streets, shelters, prisons, hospitals, apartments, office, etc.
- Provide individually tailored services to each client—i.e. housing placement, independent living skills, vocational guidance, appointment escorts, integrated substance use treatment, and family counseling.
- Maintain written and computerized records, compile reports and complete other program documentation (including case notes, statistics, letters, psychological evaluations, etc.).
- Assist clients to manage their monies, including preparing budgets with clients and computing expenses.
- Coordinate and monitor referrals to community services, and advocate client participation in them.
- Educate, inform and advocate for clients regarding benefits and entitlements (Social Security, Public Assistance, food stamps, etc.).
- Lead groups, workshops, and in-services on topics such as substance abuse, safe sex, domestic violence, etc

PEER SPECIALIST RESPONSIBILITIES

- Provide clients with education re: their consumer rights/grievance procedures within Pathways and with other community providers and services.
- provide individual/group counseling for clients re: empowerment /self-help education/tools.
- Assist with community integration and escort clients to community self help groups
- Assist with bridging the gap between community providers and Pathways consumers.
- Provide ongoing education to ACT team members regarding the experience of individuals with mental health conditions and/or substance use disorders.

QUALIFICATIONS

- Patience, creativity, flexibility, compassion, and sensitivity to persons with disabilities and other minority populations.
- Past or current recipient of mental health and/or substance abuse services
- Career experience in social services, supported housing, or with persons with disabilities.
- Excellent communication, writing, and computer skills.
- Bilingual English/Spanish a plus.
- Drivers License preferable.
- Non-credentialed individuals with experience in mental health service delivery can qualify for this position on the team.