



Hampton Roads Community Action Program

2410 Wickham Avenue
P.O. Box 37
Newport News, VA 23607

POSITION ANNOUNCEMENT

Position: SSVF Program Coordinator
Department: Community Services
Reports To: Director of Community Services
FSLA Status: Exempt

SUMMARY/OBJECTIVE: To coordinate the development and operation of the Supportive Services for Veteran Families Program (SSVF). Plans, administers, and directs the operation of the Supportive Services for Veteran Families program. Performs supportive services for eligible veterans and their families enrolled in the SSVF program to include case management, outreach, assistance in obtaining VA benefits, assistance in accessing mainstream benefits, as well as providing temporary financial assistance with rent, and utility that will help veteran households with rehousing, and homeless prevention services as needed. Supervises and trains SSVF staff to ensure proper administration of program guidelines. Is knowledgeable of all aspects of the SSVF program. Represents the agency and the program at various meetings, committees, and conferences. Performs reporting functions to include weekly, monthly, quarterly, and year-end reports for the agency and funders. Is proficient in HMIS, empowOR and other data systems. Serves as a referral source to HRCAP programs and as a link to community-based and mainstream resources and cultivating partner relationships.

EDUCATION and/or EXPERIENCE: Minimum of a bachelor's degree in Social Work, Human Services, Counseling or related field and 2- 5 years of experience working in a social services setting. Experience working with Homeless population preferred. Experience working with Veterans and their families. Experience with program eligibility evaluations. Proficiency in MS Office-Excel, PowerPoint, and Word. Adept at networking, building relationships, and community engagement. Experience working with service providers to deliver solutions that meet internal and external objectives. Compassion to work with the homeless population without judging. Criminal record check, driving record and credit report required for employment.

ESSENTIAL DUTIES AND RESPONSIBILITIES: To plan, administer, and direct operation of the Supportive Services for Veteran Families program. To assist with the recruitment and hiring of case managers, and other program staff. To perform yearly evaluations on SSVF staff. To consult with the Director of Community Services to plan and coordinate client services. To supervise and monitor program case managers. To conduct staff conferences and plan training programs to maintain proficiency of staff in case management techniques and use of methods to meet clients' needs. Conduct client intake as needed. Analyze client needs to determine services HRCAP can provide as well as what other agency can best service the needs. Complete necessary referral reports. Attend Continuum of Care monthly meetings as well as other meetings, seminars, conferences and weekly and monthly calls with VA regional representative. Perform other duties as assigned.

Salary: \$45,151 annually; Forty (40) hours per week with Benefits

Application: Qualified individuals should apply at 2410 Wickham Avenue, Newport News, VA 23607. Office hours are 8:00a.m. - 5:00p.m. Monday through Friday. You can visit: <https://hrcapinc.org/about/employment/> to complete an application or mail it to P.O. Box 37, Newport News, VA 23607. You can also email your application and resume to hrcapresume@hrcapinc.org

Closing Date: Applications accepted until the position is filled.