



Supportive Housing (SH) Coordinator

Reports to: Vice President, Resident Services

Status: Full-time, Non -Exempt

About True Ground Housing Partners

True Ground Housing Partners (formerly APAH) was founded in 1989 by four families motivated to address affordable housing in Arlington, VA. Today, we have grown into one of the region's leading nonprofit affordable housing developers. Our rental communities provide affordable housing to more than 5,000 people in the Washington DC Metro Region for neighbors earning between 30% and 80% of the Area Median Income (AMI). True Ground exists to provide quality affordable housing and resident-centered programming to help our residents make the most of their home.

Summary Description

The SH Coordinator will be an integral member of the Resident Services Team, actively supporting residents who have previously experienced homelessness to live stably in their housing and to thrive in the community. The SH Coordinator will work closely with Rapid Rehousing (RRH) residents and Permanent Supportive Housing (PSH) residents and their case management teams to offer an additional layer of support and coordination towards their housing stability. The SH Coordinator will liaise regularly with Property Managers, Asset Managers and the rest of the Resident Services Team in addition to being the point of contact for all supportive housing partnerships. This new role will ensure that True Ground can provide comprehensive, tailored approaches that address the full spectrum of SH residents' needs.

Key Responsibilities

Case Management/Coordination:

- Provide face-to-face engagement for supportive housing residents in their homes and communities every month, with more frequent interaction on an as-needed basis
- Support SH residents in maintaining housing stability through individually tailored services (individual service plans/needs assessments) and through facilitating effective connections to community services and resources.
- Develop and implement supportive service programs on-site to assist SH residents in achieving housing stability. Quarterly workshops/programs
- Eviction Prevention: Work collaboratively with SH residents to connect them to local financial resources that can aid the residents in maintaining their housing
- Monitor partners service delivery to residents and ensure compliance with program guidelines, documentation standards, and quality of care through service documentation and case notes in Apricot

Administrative/Reporting Support:

- Maintain timely and accurate written and computerized records, compile reports, and complete other program documentation (e.g., case notes, incident reports, home visit reports, monthly and quarterly reports), while ensuring appropriate confidentiality of residents' information and records.
- Conduct satisfactory surveys
- Participate in the Resident Services bi-weekly coordinators meeting

Liaison:

- Serve as the primary point of contact for all contracted supportive housing and rapid rehousing providers.
- Act as a bridge between residents and property management to ensure all property-related issues are addressed promptly, including any lease violations (behavioral issues/household maintenance and other housing-related issues)
- Lead a monthly meeting with SH partners, property management, and resident coordinators to provide updates on the status of how the residents are navigating living independently
- Implement program policies and procedures aligned with Housing First and harm reduction principles
- Evaluate current processes and procedures, making improvements where needed.

Outreach and Collaboration:

- Engage with the community and collaborate with other service providers to ensure PSH residents can access comprehensive support.
- Conduct quarterly professional development training for True Ground resident service staff

Qualifications:

- Must have a current driver's license
- Maintain training or certification on supportive services such as mental health care, substance use treatment, employment services, and life skills training.
- Bachelor's degree in social work, psychology, sociology, counseling, or related social service/science or healthcare-related disciplines, plus two years of experience providing case management services/case coordination; or certification and/or licensure in a relevant discipline (e.g., Certified Addictions Counselor) may substitute for educational requirements; or a high school diploma or equivalent, plus four or more years of experience working with vulnerable and marginalized populations, specifically homeless population and individuals who experience mental health challenges.
- Familiarity with the Permanent Supportive Housing and Rapid Rehousing program models; person-centered, trauma-informed services; experience with the Housing First model.
- Experience with client-centered counseling approach, such as motivational interviewing.

Key Skills to Highlight:

- **Communication:** Excellent verbal and written communication skills, including the ability to build rapport and maintain positive relationships with residents, partners and colleagues.
- **Organizational Skills:** Strong organizational abilities, including time management, attention to detail, and prioritization skills.
- **Problem-Solving:** Ability to identify and resolve problems effectively, both in a case management setting and in collaboration with other stakeholders.
- **Advocacy:** Knowledge of social justice issues and a commitment to advocating for the rights and needs of individuals experiencing homelessness or other challenges.

Expected Hours of Work

This is a full-time, non-exempt position. The hours are primarily Monday through Friday, from 10:00 am to 6:00 pm, with some evenings and weekends required. Will need to support with overall team events, including some Saturday coverage for People's Pantry and evening events for the team.

Working Conditions/Physical Requirements

This job operates in a professional office environment. On occasion this position may work off-site at events. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets.

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.

The employee is frequently required to operate a computer and other office equipment, communicate information and ideas so others will understand, observe details at close range, and will occasionally move items weighing up to 30 pounds.

Travel Requirements

Local travel required. Must possess a valid driver's license and reliable transportation to travel in support of True Ground events across multiple properties, primarily in Arlington VA.

Reasonable Accommodations Statement

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodation may be made to help enable qualified individuals with disabilities to perform the essential functions.

Disclaimer

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

Salary and Benefits

The salary band for this position starts at \$57,200 annually. True Ground has a competitive benefits package that includes medical, dental and vision insurance, long

and short-term disability insurance, life insurance, commuter benefits, 401k and paid leave. Our corporate office in Ballston features free parking.

Equal Opportunity Employment

True Ground offers equal employment opportunities (EEO) to employees and applicants for employment and prohibits unlawful discrimination and unlawful harassment on the basis of race, color, religion, national origin, gender, age, disability, gender identity or expression, veteran status, marital status, sexual orientation or any other protected classes or categories as defined by federal, state or local laws. This policy applies to all terms and conditions of employment including, but not limited to recruitment, selection, promotion, termination, layoff, recall, transfer, leave of absence, training program participation, compensation and all other terms, conditions and privileges of employment.

True Ground is an [E-Verify employer](#) and will provide the federal government with Form I-9 information to confirm authorization to work in the US. True Ground will only use [E-Verify](#) once a job offer is accepted, following submission of the Form I-9.