

# United States Jobs Expertini®

**Coordinator, Team Lead; Permanent Supportive Housing Coordinator - NEW OPPORTUNITY!**

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Company: The Centers

Location: Cleveland

Category: other-general

**The Centers is excited to announce that we have new career opportunities with our team due to service expansion in Cuyahoga County!**

## Job Summary

The Team Lead will be responsible for collaborating with property management to help tenants remain stably housed, improve quality of life, and promote economic self-sufficiency by providing direct intervention to the tenant or by coordinating the appropriate clinical services through programs at The Centers or through linkage to external services or resources.

Responsible for the administrative and clinical supervision of the Activities Coordinator and assisting social service team members in identifying the needs of tenants and quickly screening, assessing, and diagnosing clients and providing appropriate intervention or coordinating the appropriate linkage to clinical services or other services through The Centers or external resources or services. Regularly engages tenants on site and educates them about The Centers' services, community partners, and property management.

The Team Lead works closely with different providers to ensure effective service delivery and works closely with the Manager to ensure that the goals and objectives specified for the program are achieved within the program's time limitations.

## Job Qualifications

Bachelor's degree in Social Work or Psychology with a minimum of three years of

related work experience in a non-profit, health-related organization.

LSW or supervisory experience

### Essential Job Duties & Responsibilities

Assists with the development of a therapeutic setting.

Develop and maintains collaborative relationships with community partners.

Conducts assessments, including risk assessments, as needed to ensure timely access to services.

Performs outreach to the tenants and provide case management as needed.

Performs crisis intervention, staffing, and home visits to address client needs and issues.

Transports and/or accompanies clients to appointments as needed.

Supervises the Activities Coordinator to ensure appropriate groups and activities are conducted to enhance housing stability, especially related to adult daily living (ADL).

Provides leadership and adheres to coordination of organization program, ensuring all professional and ethical standards.

Ensures compliance with all applicable policies and procedures.

Ensures quality clinical care through appropriate evidence-based practices.

Role models professional demeanor, clear documentation, and the ability to operate under stress.

Advocates for tenants and ensures timely and appropriate referral to services.

Ensures effective performance for direct service programs including timely and accurate documentation and recordkeeping by monitoring and analyzing system database and records and implementing corrective action as necessary.

Ensures proper utilization and timeliness of services and optimize client care by

coordinating services within the organization and with other community support services.

Continually assesses and recommends changes to program policies and procedures to best meet the program's objectives.

Collaborates effectively with the Manager to monitor and report outcomes of the program.

Works collaboratively with clinical and operations leadership as well as members of the Quality and Compliance Team to prepare for audits, implement changes, reporting requirements, and evaluations for certifications. Assists management with developing and recommends new or revised program goals and objectives.

and facilitates a strong onboarding experience for new hires.

Ensures adherence to established service plans, Ohio Department of Mental Health (ODMH) administrative rules, federal, state, and local laws, and professional standards of conduct.

Uses the Situational Leadership II (SLII) model to enable team members to take responsibility for their jobs and goals. Delegates responsibility and expects accountability and regular feedback. Documents and provides performance feedback to staff regarding the quantity, quality, timeliness, efficiency, and completeness of services performed and efficiency of use of time.

Initiates and maintains relationships, in coordination with other team members with local criminal justice and other human services agencies and with informal community resources (e.g., property owners, employers, hospitals, schools, etc.).

Manages community outreach activities for the assigned site including coordination and collaboration with other community groups.

Maintains transparent communication. Appropriately communicates organization information through department meetings, one-on-one meetings, appropriate email, and regular interpersonal communication.

Coach, mentor, and develop team members, including overseeing new employee

onboarding and providing career development planning and opportunities.

Fosters a spirit of teamwork and unity among department members that allows for disagreement over ideas, conflict and expeditious conflict resolution, and the appreciation of diversity as well as cohesiveness, support, and working effectively together to enable each employee and the department to succeed.

#### Other Job Duties & Responsibilities

Participates in various standing, functional, and ad hoc committee groups.

Assumes supervisory functions in the temporary absence of other supervisors and managers.

Other related duties as assigned

#### Core Competencies

Clinical Acumen: Developed knowledge of risk assessments, homelessness, HIV/AIDS, mental disorders, substance use disorders, various therapeutic modalities, and related community resources; Strong clinical intervention. Keeps accurate and appropriate records/documentation. Displays non-judgmental attitude.

Situational Leader: Enables and allows team members to develop their competency and commitment in completing goals and tasks; creates an environment of trust and mutual respect and sets an example for other leaders in the organization.

Team Building The ability to provide direction and guidance to an individual or a group of people and to encourage cooperation between team members to attain an objective; encourages team members to use their talents and competencies to achieve the organization`s goals: discusses strategic goals, mission, and vision with the team members and the strategic role they play in inspiring people at lower management levels; enhances the team`s problem-solving skills by encouraging them to come up with their solutions for arisen problems; practices Situational Leadership in developing individuals and teams to become self-reliant achievers  
Communication : Able to communicate in clear language and to adjust one`s use of language to the audience`s level; able to clarify vague and obscure discussion by pointing out the main

issues; able to simplify other people's complicated language and reduce digressions; uses imagery to clarify their viewpoint; estimates accurately what kind of language and style are appropriate in various situations

**Independent Judgement/Problem Solving:** Uses data to drive decision-making and translates operational goals into key performance indicators; does not hesitate or avoid making decisions; supports his/her judgment with general numbers and facts based on the organization's performance as a whole; encourages others to distinguish between relevant and irrelevant aspects of a question at hand; defines criteria on which his/her conclusion is based. Solves difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.

#### Physical Demands/Work Environment

This job operates in a permanent supportive housing location. While performing the duties of this job, the employee is regularly required to speak and hear. The employee is frequently required to sit for extended periods, stand, walk, use hands and fingers, and reach with hands and arms. Travel and work outside of normal hours may be required for meetings, presentations, training, and other events.

This job description is not intended to be a complete list of all responsibilities, duties, or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the needs of The Centers. Since no position description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, duties, and responsibilities that may be inherent in a job, reasonably required for its performance, or required due to the changing nature of the job shall be considered part of the jobholder's responsibility.

#### Supervisory

This position supervises the Activities Coordinator at the assigned Permanent Supportive Housing location.

#### About The Centers

The Centers fight for equity by healing, teaching, and inspiring individuals and families to reach their full potential. We provide health, family, and workforce services at 11 locations

throughout Greater Cleveland, creating life-changing solutions for people to lead healthier and more successful lives. We provide high-quality healthcare to everyone who comes through our doors, regardless of their ability to pay. Our health care services include mental and physical health care, primary care, dental, behavioral health urgent care, pharmacy services, addiction and substance use treatment, HIV/AIDS prevention and support services, along with trauma recovery service.

We strive to be an equitable, anti-racist and service-oriented workplace that pioneers and co-creates solutions while fostering an inclusive community where our team members thrive

## Wellbeing and Benefits

Providing quality benefits to our staff is important to us. Just as important is our staff's well-being. That's why we offer a number of choices to meet the different needs of our staff.

Choice of medical and dental plans

Health Savings Account

Flexible Spending Account for Health and Dependent Care

Vision

Support for continuing education and credential renewal

Life Insurance

Retirement Savings (401k) with a company contribution

457(b) Savings

Mental Health Support

Employee Assistance Program

Calm Subscription

Short and Longterm Disability

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