

Position Description:

Mental Health Resource Center is seeking an **Non-Congregate Shelter Services Coordinator – Emergency Services Grant** in Jacksonville.

The Service Coordinator manages and oversees the Emergency Services Grant (ESG) Non-Congregate Shelter project. The Service Coordinator serves as a liaison between MHRC and partner providers to coordinate services focused on achieving desired outcomes. The program is managed and monitored through service coordination, administrative functions, staff monitoring, and data collection and reporting.

The essential functions of the Services Coordinator include, but are not limited to:

- Program Management
 - Ensures daily operations of the ESG Non-Congregate Shelter program to ensure COVID Hotel project operations are conducted in accordance with Changing Homelessness requirements.
 - Oversees the admission process.
 - Tracks hotel utilization and approves all hotel invoices.
 - Coordinates transfers between ESG Hotels.
 - Coordinates all ESG Non-Congregate Shelter hotel services such as housekeeping, supplies, and meals.
 - Serves as liaison between hotel management and Changing Homelessness.
 - Develops and manages program budgets.
 - Develops mechanisms for outcome data collection and complies monthly reports.
 - Oversees data collection and reporting.
 - Ensures data entry into the HMIS client tracking system.
- Staff Monitoring
 - Supervises and provides support to the Outreach Specialist -Emergency Services Grant.
 - Monitors staff productivity and client services to ensure quality services are provided and service targets identified in contracts and grant are met.
 - Ensures staff complete initial orientation and all training requirements.
 - Facilitates recruitment, hiring, orientation, retention, evaluation, peer reviews and employee relations in coordination with Director and the Human Resource Department.
 - Performs regular supervision of staff through individual sessions and staff meetings.
 - Completes time sheets and leave requests within scheduled time periods.
 - Works with Director to recommend corrective action plan(s) when problems are identified.
- Administrative:
 - Attends meetings in the community and at other agencies as requested.
 - Serves as member of Emergency Services and Homeless Coalition. Attends Coalition sponsored meetings on behalf of MHRC.
 - Maintains communications with Urban Rest Stop Services Director relative to program functioning, unusual events, and problems as well as successful achievements.
 - Attends all task force meetings related to Homeless Services COVID-19 response.

These lists of “essential functions” (primary duties) and “additional duties” are not intended to be exhaustive. The primary duties of this job requires the consistent exercise of discretion and

judgment based upon advance knowledge gained through the formal education and experience qualifications required of this position. MHRC reserves the right to revise this job description as needed to comply with actual job requirements.

Position Requirements:

Bachelor's Degree in Human Services or related field with one year of experience in the social services field required.

Experience with the homeless or mental health population preferred.

Supervisory experience preferred.

Experience tracking documentation, data and compiling reports preferred.

Proficiency in Microsoft Office, Outlook and use of the Internet required.

Proficiency in the RBHS/MHRC Electronic Health Records (EHR) and Patient Information System demonstrated within three months of employment.

Must meet Frequent Drivers requirements, including a valid Florida driver's license, and insurance coverage equal to or exceeding 50,000/100,000/50,000 split limits.

Strong communication skills are essential and this individual must be able to interact appropriately with internal and external customers, including patients, families, caregivers, community service providers, supervisory staff and other department professionals.

Position Details:

This is a Full Time Days position: Monday through Friday, 7:30am to 4:00pm.

This position will provide occasional evening coverage. Rotating weekend coverage is also required from 9:00am-5:30pm.

These full time positions offer a comprehensive benefits package.