Client Assistance Coordinator

Summary of Position: The Client Assistance Coordinator assists clients experiencing homelessness in the Greater Richmond Continuum of Care (GRCoC) with obtaining targeted resources to quickly access safe, stable housing. This includes:

- supporting Coordinated Entry System Administrator with implementing the diversion flex funding program and Homeward’s Shelter Self-Resolution program
- supporting the Community Document Navigator with obtaining clients’ Virginia ID through the Department of Motor Vehicles (DMV), birth certificates from Vital Records at the Virginia Department of Health or relevant out-of-state department, and/or Social Security Administration identification and documentation

This is a part-time position that is on-site at Homeward’s office approximately 25-30 hours/week.

Reports to: Coordinated Entry System Administrator, Homeward

Duties and Responsibilities:
Assist clients of the GRCoC with obtaining targeted resources to quickly access safe, stable housing through the following programs and administrative functions:

Flex-Fund Diversion
- Coordinating and receiving referrals to the program from designated agency partners
- Contacting and scheduling all client engagements
- Verifying payment recipient and cost
- Issuing payments
- Recording and reporting all transactions

Shelter Self-Resolution
- Coordinating the delivery of resource allocation to program partners
- Following up with program partners to report outcomes
- Fulfilling internal outcome reporting process

Community Document Navigation
- Organize weekly schedules of client engagements and agency appointments to help clients obtain identity and other relevant documents
- Properly use Homeward, GRCoC, and other funding streams appropriately to assist clients with fees related to identity and other documents.

Knowledge, Skills, and Experience:
- Knowledge of homelessness or another comparable human services system
- Passion for addressing homelessness
- Oral and written communication skills
- Ability to manage multiple assignments and prioritize work based on urgency and importance
- Strong organizational skills
Homeward is an equal opportunity employer and we are committed to increasing and enhancing the diversity of our professional team. This position is grant funded.

To apply, please send your resume and a letter of interest to jobs@homewardva.org. For more information on Homeward and the Greater Richmond Continuum of Care, please visit www.homewardva.org and www.endhomelessnessrva.org.