

**Employee Job Description**

Service Access Coordinator

**Direct Reports:**

**Program:** All Services

**Reports to:** Crisis Services Director

**Status:** Full-Time, Exempt

**Job Summary:**

Provide leadership and oversight to Friends of the Family’s staff as it relates to client access of services in a manner that will ensure the highest level of assessing needs and access to FOF programming while empowering a positive work environment. Establish and maintain a network of collaborative partnerships with service-related entities to facilitate optimum program access.

**Agency Functions**

**What you will do:**

* Oversee daily operations of crisis line, coordinated entry, and street outreach services for survivors of violence and those who are homeless.
* Ensure all data related to ESG Housing programs is maintained with a high level of accuracy and timeliness.
* LMA- Lead, Manage and hold people accountable.
* Train agency staff on VI-SPDAT, Lethality, Diversion, and other related components to accessing services.
* Provide direct case management/life skills/housing services support to ESG program participants.
* Provide direct support to the Housing or Crisis Services Director.
* Provide training for ESG documentation in client file.
* Understand, align with and practice under the following philosophies/models: Housing First Model, Trauma-Informed Care, Client-Centered Approach, Harm Reduction, and Low-Barrier Shelter.
* Coordinate internal service access training to all program staff.
* Ensure all ESG program requirements and standards are being met by all ESG projects.

**How You Will Succeed:**

* People First- everyone matters and you regard people's well-being and success as a priority.
* Do the Right Thing- Act with integrity and doing what is best for the greater or common good. It means making decisions that are not based on your own personal needs, that do not expand your popularity, or enforce your personal beliefs
* Own Your Role- Highly Accountable and do the job you were hired for. If you're owning yours, you aren't worried about, preoccupied with, or diluting your attention to anyone else's. Owning your role means focusing on only what you can control and letting your teammates do the same.
* Embrace and Drive Change- While it is important, we learn not to fear change but instead embrace it enthusiastically; it is perhaps even more important that we encourage and drive it. That keeps us in a healthy state of change readiness. Change is based around humbleness and an understanding that we can always grow and get better.
* Diversity, Equity, and Inclusion-Believe that Diversity makes us all better and enjoy working with people of different backgrounds. Work to make all your teammates feel welcome and understand that we must provide equitable opportunities for all.
* Teamwork and Community Engagement- Rely on others internally and externally to successfully meet the vision and mission of FOF. We are all better when we work together than alone. Cheer for your teammates to succeed and uplift when things are tough. Don’t let others down.
* Believe in our 10-year vision to end homelessness and violence.
* Believe in our mission: To provide safe shelter, confidential services, and housing assistance to individuals in crisis due to homelessness, domestic violence, sexual assault, and human trafficking.
* Understand the 6 components of the EOS (Entrepreneurial Operating System)

**Job Qualifications and Competencies**

* Must demonstrate ability to organize, prioritize and plan work to meet deadlines.
* Ensure confidentiality is in place for all people FOF serves.
* Bachelor Degree in social work, psychology, related field OR combination of equivalent education and experience.
* Previous experience in the following preferred: victim services, crisis intervention, management or supervision.
* Ability to travel throughout the FOF service area to provide in-person advocacy services and to other locations within the state as necessary for training purposes.
* Ability to pass state, federal, and child abuse background checks.

**Employee Signature:**

I have reviewed and understand all the information contained in this job description and I am physically able to perform the duties.

I acknowledge that the contents of this job description are not to be construed, in part or in whole, as a guarantee of employment. I understand that Iowa is an at-will employer, and therefore, my employment is at the will of myself, the employee, and Friends of the Family.

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Signature Date