

**Avalon Housing** is seeking a **Support Coordinator – Family and Community Services Team**. This team provides outreach, intensive case management, care coordination and housing support services to family households in a supportive housing setting. The families served by this position face many challenges including mental illness, substance abuse disorders, chronic medical conditions, domestic violence, and the involvement of child protective services.

Utilizing a “Housing First” approach, the Family and Community Services Team works closely with Avalon’s property managers to help tenants achieve housing stability and move beyond homelessness. Services staff also collaborates with community partners to ensure the coordinated delivery of a broad range of services that meet the mental, physical, psycho-social and housing needs of the families either through direct service or linkage to appropriate resources.

**This is a full time position**, expected to be 40 hours per week.

### **Job Responsibilities:**

- Provide ongoing, active outreach and creative engagement to tenants
- Conduct comprehensive assessments and help tenants develop action plans to achieve goals
- Work with tenants and property management to coordinate eviction prevention efforts and
- Develop housing permanency plans.
- Assist tenants in developing basic life skills including tenant rights and responsibilities and maintaining an apartment
- Budgeting/financial literacy support
- Parenting support and education
- Negotiate and advocate with larger community systems, including schools
- Link tenants to employment opportunities and skill development opportunities
- Assist tenants with accessing needed medical, mental health, and psychosocial supports
- Assist tenants with conflict resolution among tenants and Avalon neighbors.
- Crisis intervention as needed

- Work to build community and peer support among tenants including participation in community programming activities
- Meet documentation requirements as dictated by program need

### **Supplemental Job Duties:**

- Work with clients in their homes, in community centers, and in the larger community
- Provide occasional transportation assistance to clients
- Maintain client files and records
- Attend staff meetings, retreats and professional training sessions
- Participate in on-call rotation and occasional evening and weekend work

### **Qualifications**

- Master's degree in Social Work and three years' experience in the field preferred

### **Desired Skills and Abilities**

- Ability to effectively work with diverse populations in a non-judgmental way
- Capacity to respond to crisis situations
- Strong communication skills – both verbal and written
- Strong problem-solving skills
- Ability to give and receive constructive feedback
- Ability to recognize appropriate boundaries with clients
- Proven flexibility and creativity
- Ability to work as part of a team

**A valid driver's license and reliable transportation is required.**

**Salary:** Commensurate with experience and qualifications

**Benefits:** Excellent benefits package, including Health, Dental & Vision, generous vacation and holidays, optional 403b and more.

**Reports to:** Family & Community Services Team Leader

**Status:** Full-time, Salary non-exempt

**To apply,** please send a resume, cover letter, and references to [jobs@avalonhousing.org](mailto:jobs@avalonhousing.org)

Or mail to:

Attn: HR, Avalon Housing

1327 Jones Drive, Suite 102

Ann Arbor MI 48105

We will accept applications until this position is filled.

Avalon Housing is an Equal Opportunities Employer