



POSITION: Veterans Services Coordinator

SUPERVISOR: Case Management Supervisor

CLASSIFICATION: Full-time, Hourly, non-exempt

LTHC MISSION: Lafayette Transitional Housing Center, Inc. (DBA LTHC Homeless Services) is a non-profit organization which provides housing, offers supportive services and other opportunities that will support housing stability for people who are experiencing homelessness in our community. Our mission is to provide housing and services to individuals, families and Veterans in Greater Lafayette who are experiencing homelessness so they may secure income and permanent housing.

POSITION SUMMARY: The Veteran Services Coordinator will assist Veterans to meet critical needs, such as: housing, food, medical care, etc. The Veteran Services Coordinator will provide outreach to the following counties: Benton, Clinton, Carroll, Fountain, Montgomery, Tippecanoe, Warren and White. They will meet our guests' needs with an empathetic approach and by using compassion, flexibility, respect, and dignity. They will create an atmosphere of good hospitality while interacting with anyone facing a housing crisis and using our supportive services to become housed.

ESSENTIAL FUNCTIONS

- Complete coordinated entry assessment on each Veteran referred for assistance
- Determine eligibility based on criteria determined by funders, including the Veterans Administration
- Conduct Housing Stability Planning with each potential tenant
- Ensure proper and timely documentation, including monthly reporting
- Establish and maintain partnerships with landlords and other community service organizations
- Locate and secure appropriate housing for guests
- Advocate on behalf of guests' best interest when necessary
- Monitor guests' housing retention and be available to resolve crises
- Provide household with connection to resources that help them achieve long-term goals outlined in their housing stability plan

ADDITIONAL RESPONSIBILITIES

- Maintain confidentiality of all guests
- Ensure that services provided are guest-directed, respectful of individuals' right to self-determination, and are held at least monthly. Services include:
 - VA medical
 - VA benefits
 - Legal
 - Substance use
- Maintain contact with on-going guests until resolution (may include home visits)
- Contribute to a positive work environment
- Follow company policies and procedures
- Attend monthly staff meetings (additional meetings as needed)
- All other tasks as assigned

QUALIFICATIONS AND REQUIREMENTS

- Associate’s degree in social work or related field; or minimum of two years’ experience directly related to the position
- Serve as a passionate and informed advocate for ending homelessness
- Passion for Human Services and servant leadership
- Ability to develop and maintain appropriate behavior/boundaries with guests
- Mental Health First Aid, Peer Recovery, harm reduction or any similar training for substance use disorder or mental health is strongly preferred
- Valid driver’s license and dependable access to transportation
- Ability to provide proof of vehicle liability insurance
- Strong organizational, planning, prioritization and time management skills
- Strong written and verbal communication skills
- Must maintain philosophy of the TEAM Approach (Together Everyone Accomplishes the Mission)

PHYSICAL REQUIREMENTS

To perform the essential functions of this job, the employee is regularly required with or without reasonable accommodation to sit, stand, bend and reach with manual dexterity sufficient to operate standard office machines such as computers, fax machines, copier, telephones and other office equipment. May require lifting up to 50 pounds. Requires normal range of hearing and vision.

ACKNOWLEDGEMENT

Acknowledgement of this position description does not constitute a contract of employment. This position can be modified at any time for any reason by the management of LTHC Homeless Services.

Employee Signature: _____

Date: _____

CEO _____

Date: _____