



TITLE	Service Coordinator	FLSA STATUS	Non-Exempt
LOCATION	Queens, NY	JOB TYPE	Regular Full Time
REPORTS TO	Director Veterans Outreach	DEPARTMENT	MT

ABOUT THE POSITION:

Marine Terrace is a 497-unit affordable housing community in Astoria, Queens, which includes 53 new units of housing for low-income and homeless veterans. Jericho Project has been contracted to primarily provide direct services to veterans as well as assist in resource development and service referrals for the 444 existing Marine Terrace households.

The Service Coordinator acts on behalf of Jericho Project in collaboration with the Property Manager (Related) and with the supervision of the Director of Veterans Outreach to develop and implement supportive services at the assigned development. Supervision is provided by the Director of Veterans Outreach.

RESPONSIBILITIES:

- Develop and implement supportive service programming in collaboration with residents, management, and local community service providers.
- Maintain all necessary information regarding services to residents. Maintain appropriate level of documentation with veterans in AWARDS and a tracking log for general population tenants.
- Support resident efforts in community building initiatives.
- Attend all required meetings and prepare and participate in additional and/or special projects as required from time to time by Director Veterans Outreach.
- Develop resources within the community and city wide pertinent to needs of both the veteran and general community residents at Marine Terrace.
- Meet with community organizations to partner with available services, participate in external community meetings (i.e. Community Board meetings, Community based organization gatherings).
- Work with the Jericho Career Counselor to assist tenants in obtaining and maintaining employment.
- Create and distribute a survey identifying issues and interests of the MT tenant housing community, develop workshops/activities related to those identified interests.
- Provide life coaching function for veteran community and support services for entire community including assistance with benefits, tenant support, and referrals to community meetings.
- Conduct outreach and engagement with tenants, develop and maintain community meetings.

- Perform as primary referral source for services (medical, social services, employment opportunities, education, etc.). Maintain a referral log for veterans and other Marine Terrace residents.
- Develop and maintain database for referral for resident's seeking mainstream benefits and eviction prevention resources.
- Perform other functions as directed by Director Veterans Outreach.

REQUIREMENTS:

- Strongly prefer United States Veteran.
- High School diploma required; Associate or Bachelor's degree preferred.
- Must have at least 2 years' experience working in areas of homelessness and substance abuse.
- Candidate must possess superior written and verbal skills.
- Must be computer literate
- Bilingual a plus

Signing below indicates that you have read and understand the above job description.

Employee's Name (Print)

Signature

Date