Responsibilities:

- Assume responsibility for the organization in the absence of the Chief Executive Officer.
- Maintain confidentiality on all client and staff matters.
- Assure that staff members are scheduled appropriately to provide adequate coverage.
- Manage the Grant Per Diem Program: provide case management to veterans, maintain accurate statistics and program documentation, maintain the veterans’ bed count, prepare all necessary reports and attend required meetings. Participate in VA outreach (meetings are held the first and third Friday of every month) and follow-up. Supervise the annual VA inspection. Keep CEO apprised of all veteran-related activities.
- Serve as SEAP liaison.
- Assume responsibility for the accuracy and data entry of the HMIS tracking program; enter residential men’s data into HMIS; provide reports, as appropriate; and correct errors. Train a back-up.
- Maintain accurate and current statistics on residents and operations and report monthly to the CEO; prepare statistics needed for all grants/accountability.
- Work with the Client Advocates to assure that all forms and reports are generated and updated daily, as needed, and that new forms are in place for the beginning of each month.
- Oversee the medication log; assure that medications are logged and taken properly.
- Schedule life skills workshops/activities (banking, college, dental day, haircuts, ultimate fitness, resume writing, etc.) for residents.
- Schedule personal development activities for residents (i.e. workshops on healthy relationships, how to get a job, etc.)
- Manage case management activities; work with Client Advocates to ensure that each resident is receiving regular case management. Confirm that reports on each resident are sent to the CEO.
- Assist with public speaking engagements; schedule professional outreach meetings with approval of the CEO.
- Report to the CEO and appropriate agencies any resident information regarding child abuse, threats against another person, suicidal thoughts, physical or mental health issues, substance abuse issues, theft, or any issue that would put a resident or staff member in danger.
- Perform other duties, as directed.
**Reporting Relationship:**

The Resident Services Coordinator reports directly to the CEO.

**Position Requirements:**

The Resident Services Coordinator must pass a pre-employment drug test, a background check, and an Illinois Child Abuse and Neglect Tracking System (CANTS) check. Ideally, the Resident Services Coordinator will have:

- A Bachelor’s Degree;
- Broad background in business-related skills;
- Excellent written and oral communication skills;
- General computer/office/math skills;
- Comfort with multitasking, prioritizing responsibilities and making decisions;
- The ability to prepare financial and statistical reports; and
- A valid driver’s license.