



The Kitchen, Inc.

Job Title: Coordinator Veterans Services	Department: Compliance & Programs	Supervisor: Director of Compliance & Programs
Supervisory Responsibility: Yes	FLSA Status: Non-Exempt	Pay Rate:

Our Mission:

We bring stability and purpose to people who are homeless using our Values of Respect, Dignity, Quality, Service, and Compassion.

Summary:

The Coordinator is responsible for overall program development, implementing program guidelines, planning, program quality assurance, outcomes, staff training and supervision. The Kitchen, Inc.'s policies and procedures, Accreditation Standards, Federal regulations, and grant specific guidelines will be the deciding factors that determine decisions while utilizing our core values.

Supervisory Responsibility:

Directly supervises two or more employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Major Areas of Responsibility:

- Be knowledgeable of specific program guidelines including The Kitchen, Inc. (TKI) policies and procedures along with applicable state, federal and/or other regulatory guidelines.
- Implement and maintain programs in a manner that facilitates meeting established program outcomes and compliance with program guidelines, applicable state, federal and/or regulatory guidelines.
- Demonstrate fiscal responsibility in all areas of assignments.
- Collaborate with all organizational team members to ensure the overall mission and philosophy of The Kitchen, Inc. is maintained.
- Provide leadership, mentoring, and coaching for all team members to develop and make maximum use of the diverse talents of the team members.
- Address the safety and well-being of employees, participants, and volunteers by ensuring appropriate policies and procedures are followed.

Specific Job Responsibilities:

- Responsible for the overall operations of Veterans Services and other areas of assigned responsibility.
- Interface with the Director of Compliance and Programs to ensure the quality of data, services, and effectiveness of the policies, procedures, and systems in place.
- Responsible for ensuring team members are compliant to all policies, procedures, and Federal regulations.
- Take prompt actions to ensure Critical Incidents are documented, safety concerns addressed and safety plans for participants and team members developed according to policy in a timely manner.



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- Utilize the current internal control system to document and address variances to policies, procedures, and Federal regulations. Notify the Director immediately if it involves ethical and/or potential fraud.
- Instances where the variances involve employee behavior to personnel policies and/or performance expectations, discuss with the Director.
- Represent The Kitchen, Inc. and our mission in a professional manner while interacting with all team members including: TKI employees, participants, volunteers, partner agencies, and the community as a whole.
- Coordinate with the Director of Compliance and Programs along with the Director of Assets and Properties to ensure assigned work locations are maintained in a manner that is clean, safe, and represents The Kitchen, Inc. in a positive manner.
- Monitor all documentation to ensure it is completed in the time frame required; proper procedures are followed to obtain information; documentation is completed; current software systems are used appropriately; and the proper version of the form or format is used.
- Ensuring Case Managers are having conversations with participants about their actions and behaviors and identify and implementing different interventions to facilitate participants moving through the different stages of change.
- Review the use of assessment tools by the team to ensure the data gathered is appropriate for the individual/family and is documented appropriately.
- Monitor the housing stability plans created by the Case Managers to ensure they are based on participant assessment and participant input and focused on keeping the participant housed or becoming housing ready.
- Review and assess whether the team is providing the participant interventions in a timely manner.
- Meet, as directed by the Director of Compliance and Programs, with all direct reports to review job performance, relay information and discuss any concerns. Document and maintain notes on each meeting.
- Work with the Director of Compliance and Programs to ensure the performance of direct reports along with any interventions designed to assist them in developing new skills and addressing any performance issues are appropriate and documented using current formats.
- Complete assigned reports.
- Develop, implement, and document training for any changes in program requirements or policies.
- Coordinate and document ongoing training to enhance skills of team members in performing their job duties.
- Attend designated meetings.
- Recognize and report trends observed to help The Kitchen, Inc. remain proactive in making changes and assessing risk to programs or services as needed.
- Ensure team members are empowering participants to take responsibility for their progress, acting as an advocate and facilitator.
- Provide crisis intervention for participants and guidance for all team members when dealing with crisis situations utilizing current best practices identified by The Kitchen, Inc.
- Interact directly with participants when providing case review for possible program termination or to assist team members in developing action plans to facilitate participant success.
- Control costs through effective use of personnel, materials, resources, and equipment to remain within budget.
- Monitor grant expenditures and work with the Director of Compliance and Programs to ensure grant expenditures are within an acceptable range.
- Ensure professional boundaries are established and maintained with participants at all times.



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- Ensure confidentiality of team members and participants is maintained at all times.
- Participate in outreach programs as required by specific program requirements.
- Coordinate with senior management team in the preparation of the annual budget for housing programs.
- Provide supervision of team members including scheduling, monitoring benefit time, development, performance counseling, hiring, performance evaluations and recommendation for termination of employment.
- Abide by Mandated Reporting of Abuse and Neglect Guidelines.
- Provide guidance as necessary to team members who are on call or working after normal business hours.
- Assist in participant's moves and cleanouts when necessary.
- Other duties as assigned.

Competencies:

- Job Knowledge – Exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others.
- Ethics – Treats people with respect; inspires trust of others; works with integrity and principles; upholds organizational values.
- Managing Participant Focus – Promotes participant focus; provides training in participant service delivery.
- Conflict Resolution – Encourages open communications; confronts difficult situations; maintains objectivity.
- Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals, values, and mission.
- Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; adapts to changes in the work environment; changes approach or method to best fit the situation.
- Language skills – Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, participants, customers, and the general public.
- To perform this job successfully, an individual should have the ability to use and learn database software, Spreadsheet software and Word processing software.

Job Requirements:

- Valid Class E Missouri Driver's license and be approved as a driver by The Kitchen, Inc.'s insurance carrier.
- Must pass background check and pre-employment drug screen.

Education and Experience:

- Advanced degree in Social Work or comparable human service field and at least two (2) years of direct experience in service delivery.
- Minimum of two (2) years management/supervision experience.
or
- Bachelor's degree from a four-year college or university, preferred in Human Services, Social Work, Psychology or degree related to job responsibilities.
- Minimum of four (4) years work direct experience in service delivery.
- Minimum of two (2) years management/supervision experience.



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Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the responsibilities of the job, the employee is frequently required to stand; walk and sit. The employee is occasionally required to use hands to finger. Handle, or feel; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

Signature

Print Name

Date