

Service Coordinator

John Graham Housing and Services, Vergennes VT



An AmeriCorps service coordinator will assist the highest need families and individuals in Addison County with housing navigation services, assessment of basic needs and support connecting to resources in the community. By serving as a service coordinator, you'll gain valuable skills working with a broad range of people, gain exposure to evidence-based practices in the fields of social work and housing, and experience exposure to non-profit management. Strengthen your resume while serving low-income Vermonters with complex needs. Affordable housing experience not required. Applicants will have a willingness to learn and a passion for service!

This position is part of the Vermont Housing & Conservation Board AmeriCorps (VHCB AmeriCorps). The VHCB AmeriCorps program supports the innovative dual-goal approach to creating stable affordable housing opportunities for Vermont residents while preserving the natural and working landscape. VHCB AmeriCorps is a national service program that places members with non-profit housing or land and energy conservation organizations around the state.

John Graham Housing and Services was founded in 1980 with the mission to provide shelter and support for individuals and families experiencing homelessness in Vermont. John Graham operates 24/7 at 5 sites 365 days/year to provide food shelter, housing, referrals, and counseling for diverse populations. Populations we serve include individuals and families struggling with mental illness, substance dependence, chronic and acute disability, and survivors of trauma and domestic violence.

Essential Functions:

- Provide food, shelter, housing and services in compliance with all health and safety requirements to prevent spread of COVID-19.
- Model utmost attention to safety and health standards for resident and help maintain those standards at all of John Graham's sites and out in the field.
- Assist clients in finding and retaining safe, permanent and affordable housing.
- Build trust and rapport with clients using non-judgmental, evidence-based practices.
- Model appropriate behavior and clear boundaries.
- Empower clients to participate in their service plans and advocate for themselves in the housing search.
- Research and connect clients to local service providers and resources.
- Assist clients with employment searches and applications.
- Outreach to tenuously housed individuals and family to prevent homelessness.
- Answer phones, make appropriate referrals, process intake forms and shelter requests, maintain records in accordance with JGHS policy, assist with a myriad of shelter/housing management tasks.
- Help clients move into leased up units.
- Participate in an Independent Service Project under the guidance of VHCB AmeriCorps
- Participate in all VHCB AmeriCorps Trainings, Service Days, Events, and Program Initiatives.
- Engage in professional and personal development activities and networking opportunities.



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Secondary Functions:

- Help coordinate meals, meetings, and social activities for residents.
- Manage volunteers and recruit community members as needed for special projects.
- Assist the Program Director and senior staff with various projects and reporting requirements relevant to AmeriCorps Service and within AmeriCorps guidelines.

Desired Qualifications:

- Strong service ethic and positive attitude with an emphasis on kindness, compassion and respect.
- Willingness to assist with necessary tasks as they arise and adaptability to a variety of environments.
- Excellent communication skills both written and verbal.
- Ability to serve people from diverse backgrounds and experiences.
- Ability to respond calmly and appropriately to crisis situations.
- Reliable transportation.
- Proficiency in basic computer skills (typing, Office, etc.)

Minimum Qualifications:

- Be US citizen or have permanent resident status;
- Be at least 18 years of age upon entering the Pre-Service Orientation or 17 years of age with verified parental permission;
- Be a high school graduate, have a GED certificate, or be willing to work towards a GED as part of the service-term. A member cannot have dropped out of high school to join AmeriCorps.
- Has not been convicted of murder or sexual assault and is willing to undergo a National Service Criminal History Check;
- Be committed to the VHCB AmeriCorps program's ethic of service, appreciation of diversity, and personal and professional development of its participants;
- Have the ability and enthusiasm to drive to, attend, and participate in all required trainings and events, and be prepared to drive up to 2-3 hours each way.
- Available to regularly serve 40 hours per week

Additional Information:

Service Conditions: flexible schedules including some nights and weekends at our main shelter and rental units. This position directly serves people experiencing homelessness and It can be a fast paced and sometimes stressful environment, with the accompanying rewards of helping people get through a difficult time in their lives.

Position begins September 8th, 2021 and ends August 12th, 2022



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This position is **Full Time**: Requires 1,720 hours for an average of 40 hours per week for 48 weeks. Member will receive a living allowance of \$20,400 (pre-tax), and an education award of \$6,345 (pre-tax) upon successful completion of service.



Other benefits include health insurance, federal school loan forbearance, and various training and networking opportunities.

To Apply: <https://vhcb.org/our-programs/vhcb-ameri-corps/positions>

For questions about this position or to send additional materials:

Jess Horner, 69 Main Street Vergennes Vermont 05443, 802-877-2677, admin@johngrahamshelter.org

Application deadline: August 24th, 2021

Additional information on AmeriCorps is available at www.americorps.org.

The Vermont Housing & Conservation Board (VHCB) is sponsoring this AmeriCorps position through their AmeriCorps Program. VHCB is an Equal Opportunity Employer. Positions are open to all applicants without regard to race, color, national origin, ethnicity, disability, age, gender, gender identity, sexual orientation, political affiliation, veteran's status, religion or creed.

Member Name: _____

Signature: _____

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