



Position: Safe House Bilingual (Spanish) Coordinator of Supportive Services (CSS)

Reports to: Manager of Supportive Services

Objective: To ensure the smooth transition of homeless women and their children to more independent living.

**Overview:**

WINGS favors a strengths based approach to working with residents. This CSS position involves working with homeless women and children. The CSS duties include: case management, advocacy, assessment, creating statistical reports, and other duties as requested.

The CSS will coordinate and implement supportive services for WINGS residents by providing guidance and making necessary referrals based on goals established by the resident and the objective of the WINGS transitional housing program.

**Specific Duties and Responsibilities:**

- ❑ Assess each woman, upon entry to the program, for needs and strengths.
- ❑ Utilize assessments and feedback from residents to establish comprehensive, reachable goals and timelines.
- ❑ Assist residents in locating and obtaining other housing.
- ❑ Provide referrals for legal, medical, and educational/instructional services for residents and/or their children.
- ❑ Assist residents in application and follow up of mainstream benefits (TANF/SSI/SSDI).
- ❑ Model and support the teaching of the Family Enrichment Specialist in appropriate life skills (i.e. budgeting, time management, social skills, self-care, etc.).
- ❑ Model and teach appropriate social skills and conflict resolution.
- ❑ Establish referrals to WINGS staff to assist residents in accomplishing their goals (i.e. Family Enrichment Specialist for family needs assessment, Counselor for clinical issues, Vocational Counselor for employment needs, etc.).
- ❑ Incorporate into the residents' goals appropriate referrals to community agencies.
- ❑ Attend community meetings to network and develop resources for residents.
- ❑ Maintain service files for residents with support from interns and program staff.
- ❑ Communicate and coordinate client needs for volunteers and donations.
- ❑ Monitor compliance with WINGS Rights and Responsibilities Statement and take corrective measures when there is non-compliance.
- ❑ Provide additional support and group sessions as needed.
- ❑ Provide input at weekly Supportive Services team meeting.
- ❑ Participate in weekly supervision and Supportive Services meetings and all quarterly Staff meetings.
- ❑ Provide month end reports as needed for internal and/or collaborative review.
- ❑ Serve as liaison to Regional Advisory Committees for Stage I homes.
- ❑ Other duties as assigned by supervisor.

**Qualifications:**

- ❑ Bachelor's degree in Social Services, Social Work, Psychology, or related field
- ❑ Must be able to work efficiently and independently
- ❑ Must have strong management, interpersonal, problem-solving organizational, and verbal and written communication skills and ability to maintain appropriate personal and professional boundaries
- ❑ Must be motivated, demonstrate a high level of professionalism, and be able to build rapport with residents and volunteers
- ❑ Compassionate and caring with sensitivity to special needs
- ❑ Strong commitment to the success and potential of all women and children
- ❑ Willingness to learn new techniques and strategies for addressing behavioral responses to stressors.
- ❑ Experience in residential settings and/or with homeless populations a plus
- ❑ Proficient in Microsoft Office suite, advanced experience in Access and Excel a plus
- ❑ Must have a driver's license and automobile insurance

**Type:** Part-time (24 hours per week), requires evening and some weekends. Must be willing and able to work at least one or two holidays.

**BILINGUAL (SPANISH) AND BICULTURAL PLEASE APPLY**

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