



Milieu Coordinator

Department: Transitional Housing **Job Status:** Full-Time
FLSA Status: Exempt **Reports To:** Transitional Housing Manager
Grade/Level: High School Diploma **Amount of Travel Required:** Not Applicable
Work Schedule: All Shifts **Positions Supervised:** ACM's
(24/7 availability)

POSITION SUMMARY

Under the supervision of the Transitional Housing Manager, The Milieu Coordinator (MC) will be responsible for daily management and operations, direct oversight of the Assistant Case Managers (ACM) and the resident community. The MC will provide administrative/program supervision to the program staff to ensure all services are delivered according to local, state, and federal laws and in compliance with contractual requirements. The MC is responsible for ensuring quality of care for all participants.

The position requires an individual who is flexible enough to assume a variety of roles as dictated by the changing needs of our Veterans. It is crucial that an individual be able to relate well to others and handle administrative responsibilities. As the MC you will be required to provide direct supervision to other ACMs, providing them with scheduling needs, shifts needs, and day to day operations. The MC will be required to produce schedules, reporting, performance measures, and be heavily involved in Veteran social activities.

Veterans Place of Washington Boulevard is staffed 24 hours a day 7 days a week. The Milieu Coordinator must be available during all days and shifts. The MC will be required to schedule all ACM's, be on-call for any emergent needs, and adjust the schedule should an ACM call off.

ESSENTIAL FUNCTIONS

Supervision, Training, and Accountability

- Provide leadership to the Assistant Case Managers through supervision and reviews, consultation, training, and support to ensure compliance and program quality according to the organization's Policies and Procedures, CARF and best practices implementation.
- Communicates effectively with ACMs to ensure they are clear on expectations and requirements.
- Communicates important and arising issues to Transitional Housing Manager and, where needed, participates in development of an appropriate course of action.



- Evaluate individual and overall team performance on a regular and ongoing basis; use collected data and information to make needed improvements including adjustments as needed to assignments to maximize quality of care, and staff productivity.
- Ensures that participant and program goals (program, financial, personnel, professional development, and trainings) are met in accordance with established program policies and procedures.
- Actively participates in the development of program and program performance according to program guidelines.
- Actively monitor assigned supervisees' performance goals and professional development in accordance with agency expectations.
- Conduct performance evaluations for the ACM team; proactively identify and resolve performance issues. Recommend employees as appropriate for recognition or professional development.
- Conduct and organize staff trainings for
- Oversee hiring and orientation process of new staff members.
- Ensure supervisees' timesheets, expenses, leave requests, etc. are complete, accurate, and in compliance with agency policies, procedures, and practices.
- Participate in professional development networks and associations to stay abreast of emerging trends and best practices.

Regulatory Compliance, Documentation, Reporting and Other Duties

- Complies with and enforces agency administrative procedures and policies to ensure efficiency and reduce delay and complications.
- Actively monitor accuracy and completeness of data and BestNotes databases in accordance with agency rules and expectations.
- Produces program performance reports in accordance with agency rules and requirements.
- Support and comply with the values, policies, and practices of the organization.
- Abide by the agency's confidentiality policies and HIPPA rules.
- Actively participate in program activities.
- Oversee the following Milieu Activity.
 - Resident DAU Management and reporting
 - Resident Hand Scan management and reporting
 - Resident Council
 - Townhouse meetings
 - The Humanitarian Program
 - Townhouse Inspections
 - Veteran Outings
 - Day to Day ACM duties
 - Organization Transportation
 - Perform other duties and special projects as assigned by the Transitional Housing Manager.



- Acts as a positive role model in both professional and personal behavior for residents
- Communicates policies and the rationale behind them to residents.
- Participates in administrative, staff, clinical, and in-service activities and training as required.
- Other duties as requested.

SKILLS

- Service Orientation — Actively looking for ways to help people.
- Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
- Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Coordination — Adjusting actions in relation to others' actions.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

ABILITIES

- Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Written Comprehension — The ability to read and understand information and ideas presented in writing.
- Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
- Speech Clarity — The ability to speak clearly so others can understand you.
- Speech Recognition — The ability to identify and understand the speech of another person.



- Written Expression — The ability to communicate information and ideas in writing so others will understand.
- Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

PHYSICAL/ENVIRONMENTAL DEMANDS

- Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation.; Outdoors exposed to changing weather conditions (for instance, rain, sun, snow, wind, etc.); Outdoors but in an enclosed vehicle protected from extreme weather conditions.
- Moderate physical activity performing somewhat strenuous daily activities of a primarily administrative nature.
- Manual dexterity sufficient to reach/handle items and work with the fingers.
- Close vision (clear vision at 20 inches or less) especially working with computers/monitors; and that required for driving.
- Moderate noise (examples: business office with computers and printers, light traffic)

POSITION QUALIFICATIONS

- Required Education — High School Diploma or equivalent
- Required Experience — 2-5 Years Related Management/Leadership Experience with preference in customer service/working with the public.
- Software Proficiencies – Microsoft Office Products, BestNotes
- Must be proficient in spoken and written English.
- Driver's License – Valid PA license required & Automotive Insurance.
- Certificates, Licenses – CPR, Mental Health, First Aid
- Veteran Status — Preferred
- Must be able to pass a pre-employment drug screen.

Prepared by : _____

Date: _____

Approval Signature: _____

Date: _____

Approval: _____

Approval: _____

Veterans Place of Washington Boulevard has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. Veterans Place of Washington Boulevard, Inc. is an Equal Opportunity Employer.