



**Position Title:** SSVF Shallow Subsidy Coordinator  
**Department:** Human Services Department  
**Exemption:** Non-Exempt  
**Supervisor:** Director of Community Stabilization Services  
**Updated:** September, 2021

### **Job Summary**

Shallow Subsidies are a new service funded through the VA's Supportive Services for Veteran Families (SSVF) program. This service aims to address the homelessness crisis for Veteran Families through increased access to affordable housing. This rapid rehousing or homelessness prevention service provides rental assistance payments to landlords on behalf of the Veteran household who are homeless or at risk of homelessness for at least two years and up to four year years. The SSVF Shallow Subsidy Coordinator will oversee all aspects of this SSVF service, including service start up and implementation, marketing, landlord engagement, tenant selection, rental assistance payments, etc. This position will supervise the Shallow Subsidy Case Manager and will also carry a small case load.

This position employs a variety of evidence based interventions including Motivational Interviewing, Housing First, Rapid Re-housing, Harm Reduction, and Trauma Informed Care to provide client centered services to Veterans.

### **Responsibilities:**

- Work closely with the Director of Community Stabilization Services on the design and implementation of the Shallow Subsidy Service. Regularly monitor and track program deliverables, services and financial assistance to assure compliance with the Shallow Subsidy service.
- Provide regular supervision, training and mentorship to the Shallow Subsidy Case Manager.
- Work with the Shallow Subsidy Case Manager to regularly case conference Veteran families utilizing the Shallow Subsidy service to assure they are connecting to resources that will increase their income (including benefits, employment, etc.) as well as other needed referrals/services to prepare the Veteran family to be able to independently maintain housing, after the Shallow Subsidy service ends.
- Create a landlord pool and act as primary liaison to participating Shallow Subsidy landlords, respond to all landlord questions and concerns in a timely manner.
- Identify and outreach to Veterans and their families for the Shallow Subsidy service, work to enroll participants into the service and match them to the most appropriate housing placement.
- Once a participant is evaluated to meet program criteria, ensure time-sensitive SSVF funds and /or services, working closely with Director of Community Stabilization Services.
- Review and audit program documentation, including service notes, Integrated Service Plans and other required SSVF documentation to ensure compliance with funding requirements and program model. Assist with site visit and audit preparation.
- Coordinate with the Director of Community Stabilization Services and the Program



Evaluation and Quality Assurance Manager, and HMIS Data Systems Manager to maintain appropriate records and database information for reporting purposes as well as to track program outputs and outcomes.

- Carry a caseload of five Veterans, conduct home visits, and provide referrals to community resources and benefits.
- Assist Director of Community Stabilization Services with implementing policies, procedures and forms that facilitate effective operation of the Shallow Subsidy Service.
- Intervene and/or provide guidance during crisis situations as needed.
- Attend Program, Department meetings, Senior Management Meeting, Boston COC Veterans Work Group, SSVF Regional meetings and trainings.
- Perform other SSVF duties as assigned.

### **Required Qualifications**

- Bachelor's degree in Human Services or related field required. Master's degree preferred.
- Three years' experience with Veteran population, mental health and substance use disorders, subsidized housing and/or homelessness.
- Understanding of and commitment to Housing First, Harm Reduction, Motivational Interviewing, and Trauma Informed Care.
- Supervisory and program implementation experience preferred.
- Strong case management and housing navigation skills and understanding of community based resources and how to proficiently navigate these resources.
- Excellent customer service skills and the ability to communicate professionally.
- Proficiency with electronic databases and computers.
- Strong crisis intervention skills.
- Flexible self-starter with strong analytical skills.

### **Preferred Qualifications**

- Knowledge of military culture.

### **Essential Functions**

- Ability to work comfortably with a multicultural, homeless population experiencing complex challenges.
- Demonstrate positive communication with Veterans and other team members and collaborators.
- Strong organization skills and attention to detail.
- Strong computer, database and electronic recording keeping skills.
- Ability to travel in the greater Boston area and work in the community, as needed.
- Ability to maintain professional and personal boundaries.
- Ability to write clear progress notes and person centered service/care plans.
- Strong written and oral communication skills.
- Ability to work independently and collaboratively with teams, including other NECHV