

## **JOB DESCRIPTION**

### **Service Coordinator [Administrative Support – Veteran Peer Access Network]**

**Position Overview:** The Service Coordinator role provides essential operational support to the Veteran Peer Access Network contract. This position is ideal for a veteran or peer with lived experience who is detail-oriented and committed to improving service delivery through accurate data management and efficient coordination. The role includes managing referrals, coordinating intake assessments, and ensuring data integrity across multiple platforms.

#### **Key Responsibilities:**

Manage incoming referrals and coordinate follow-up with Battle Buddies [peer support staff]

Schedule and support intake appointments using SCG-provided psychosocial assessment tools

Maintain organized records of interactions, assessments, and service plans

Provide general administrative support including meeting logistics, documentation, and communication

Enter and maintain accurate data in SCG, MVA and HMIS platforms in compliance with HIPAA regulations

Ensure timely documentation of services, referrals, and outcomes

Monitor data quality and integrity across platforms and assist with data audits

Support reporting needs for compliance, program evaluation, and county requirements

Collaborate with peers and Squad Leaders to ensure smooth intake and referral processes

Assist in tracking service delivery metrics and engagement outcomes

Support monthly community events and workshops with logistics and registration tracking

Maintain confidentiality and uphold ethical standards in all persons served-related documentation

#### **Required:**

- Veteran or MilFam with minimum of two (2) years of experience providing social services directly to veterans or military related family members.
- Knowledge of poverty, homelessness, and the social factors affecting Veterans and MilFam, as well as expertise in services for low-income and homeless individuals in Los Angeles County.
- Proficiency in documentation and record-keeping compliant with HIPAA and contract required data systems like SCG, HMIS, etc
- Proficiency in Microsoft Office
- Bilingual in English and Spanish

#### **Preferred Experience:**

- Familiarity with veteran services, housing programs, and mental health systems
- Higher education or certifications in social work, public administration, or related field

Disclaimer: the above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

SHARE! is an Equal Opportunity Employer. We value people who have turned their lives around after difficult circumstances including felony convictions, mental health challenges and other problems. SHARE! will not use any information submitted with your application for any other purpose than employment at SHARE!

**Compensation:** \$28.85-31.25/year DOE, plus PTO, paid Holidays, affordable medical/dental/vision insurance, and option to contribute to 403(b)