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| <b>Position Title:</b> | Data Support Coordinator |
| <b>Department:</b>     | Guest Care               |
| <b>Reports To:</b>     | Co-Executive Director    |



## Overview

The Data Support Coordinator plays a critical role in assisting guests at Good Samaritan Haven. Within twenty-four hours of a guest's arrival, the Data Support Coordinator will complete intake documentation required for compliance and program enrollment. Secondary support will include data transfer from regular guest check-ins, coordinating transfer and exit paperwork, performing follow-ups with guests who exit to stable housing at 30, 60, and 90 day intervals as possible, and other guest-related data tasks as assigned.

### Duties and Responsibilities

- Complete intake and enrollment paperwork with guests entering shelter within 24 hours of entry.
- Support and maintain accurate client database files, including intake documents, release forms, coordinated entry assessments, exit paperwork, and 90-day follow-up documentation. Ensure up-to-date documentation of services provided.
- Build and maintain positive relationships with case managers, shelter managers, and other shelter staff to support clear communications and accurate records.
- Provide follow-up support and tracking of guest success following exit from shelter to stable housing.
- Participate in regular GSH guest care meetings and supervisory sessions to review work, discuss needed assistance, and identify priorities.
- Perform related tasks such as documentation of client records, administrative duties, scheduling, and communication with team members.
- Other duties as assigned.

**Supervision Received:** The Data Support Coordinator reports to the Co-Executive Director, and works collaboratively with all case management and shelter staff.

## Qualifications

- Two years experience working with homeless or related social service agency

- Experience with Vermont's social services systems or organizations working in housing, recovery, or mental health is preferred
- Demonstrated written and verbal communications skills
- Strong time-management skills and ability to meet deadlines
- Interest in and commitment to Good Samaritan Haven's mission to provide emergency shelter and support services, stability, safety, and hope for people experiencing homelessness.

**Education:** Bachelor's degree in social work or other relevant field preferred; or relevant commensurate lived experience.

## Skills

- Desire to help others.
- Strong interpersonal skills.
- Demonstrated writing and communication skills.
- Strong organizational skills, including time management, attention to detail, self-motivation, and proficiency with technology.
- Computer literacy, including familiarity with Google Suite, email, and data entry.

## Competencies

- **Empathy:** The ability to understand and share the feelings of individuals experiencing homelessness, providing compassionate and non-judgmental support.
- **Cultural Sensitivity:** Awareness and respect for the diverse backgrounds, cultures, and experiences of shelter guests, ensuring inclusive and equitable treatment for all.
- **Communication Skills:** The ability to clearly and effectively convey information, both verbally and in writing, to guests, coworkers, and external agencies. Active listening is a key component.
- **Problem-Solving:** The ability to assess situations, identify challenges, and find practical solutions to meet the immediate and long-term needs of shelter guests.
- **Attention to Detail:** The ability to focus on specifics, ensuring accuracy and thoroughness.
- **Collaboration and Teamwork:** Working cooperatively with other shelter staff, volunteers, and external partners to ensure effective service delivery and a supportive environment for guests.

- **Nonprofit and Social Service Knowledge:** Understanding of the mission, goals, and policies of nonprofit organizations and social services, as well as the ability to navigate community resources and services available to homeless individuals.
- **Boundaries and Professionalism:** Maintaining clear professional boundaries with shelter guests, while fostering an atmosphere of respect, trust, and confidentiality.
- **Advocacy:** The ability to advocate for the needs and rights of homeless individuals, both within the shelter environment and with external agencies or policymakers.
- **Trauma-Informed Care:** An understanding of how trauma impacts individuals and the ability to provide services in a way that is sensitive to the needs of those who have experienced trauma, ensuring safety and trust.

## Position Details

- Part time position, shared office space and shelter-based.
- First and second shifts may be required in order to meet guests outside of normal business hours, weekend hours may be required.
- On occasion there may be a high degree of stress or crisis management.
- May involve responding to entries and exits outside of regular hours.

## Physical Demands and Work Environment

- Ability to periodically lift, move, push, and pull items up to 20lbs
- Ability to stand or sit for extended periods
- Ability to walk short distances regularly
- Ability to move about on foot, kneel, crouch, and crawl
- Physical environment requires employees to possibly work both inside and outside in heat/cold, wet/humid, and dry conditions
- Noise level at the job site is usually moderate
- Ability to reach with hands and arms, talk, and hear
- Ability to type, reach, write on computer

Good Samaritan Haven is committed to equity, diversity, and inclusion in the workplace.

## Employee Acknowledgement

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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|----------------------------|------------------------------------------------|
| <b>FLSA:</b>               | Non-Exempt (Hourly)                            |
| <b>Reports to:</b>         | Director of Case Management and Guest Services |
| <b>Supervisor/Manager:</b> | N                                              |
| <b>Approved By:</b>        | Co-Executive Director                          |
| <b>Date Approved:</b>      | 10/5/2026                                      |