



## **Job Posting: Miller Manor Support Coordinator (Case Manager)**

Avalon Housing is a non-profit supportive housing provider created in 1992 as a long-term solution to homelessness. Avalon owns and operates apartments at sites throughout Ann Arbor, manages rent vouchers with private landlords, and partners with both the Ann Arbor and Ypsilanti Housing Commission to provide housing alternatives for formerly homeless adults and families throughout Washtenaw County.

The Miller Manor Services Team provides outreach, intensive case management, care coordination, community building, and housing support services to households in a single site 24/7 staffed supportive housing setting. The individuals served by this position face many challenges including multi morbid conditions, mental illness, substance abuse disorders, and/or chronic medical conditions alongside a history of chronic homelessness. The Miller Manor Services Team provides 24/7 support services to tenants living at Miller Manor, a 106 unit single site housing development owned and operated by the Ann Arbor Housing Commission.

Utilizing a “Housing First” approach, the Miller Manor Services Team works closely with the Ann Arbor Housing Commission property managers to help tenants achieve housing stability and move beyond homelessness. Services staff also collaborates with community partners to ensure the coordinated delivery of a broad range of services that meet the mental, physical, psycho-social and housing needs of the individuals either through direct service or linkage to appropriate resources.

### **Job Responsibilities:**

- Provide ongoing, active outreach and creative engagement to tenants
- Conduct comprehensive assessments and help tenants develop action plans to achieve goals
- Work with tenants and property management to coordinate eviction prevention efforts and develop housing permanency plans.
- Assist tenants in developing basic life skills including tenant rights and responsibilities and maintaining an apartment
- Provide budgeting/financial literacy support
- Negotiate and advocate with external community resources
- Link tenants to employment opportunities and skill development opportunities
- Assist tenants with accessing needed medical, mental health, substance use, and psychosocial supports
- Assist tenants with conflict resolution among tenants and neighbors
- Provide crisis intervention as needed
- Work to build community and peer support among tenants including participation in community programming activities
- Meet documentation requirements as dictated by program need

### **Supplemental Job Duties:**

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- Work with clients in their homes, in community centers, and in the larger community
- Attend staff meetings, retreats and professional training sessions
- Participate in on-call rotation and occasional evening and weekend work as necessary
- Assist tenants as needed with activities of daily living such as transportation, housekeeping, meal preparation, medication, shopping, laundry, or other hands on assistance

### **Required Qualifications**

- Bachelors or Master's degree in a social or behavioral science or relevant field or three years of relevant experience
- Experience working with similar populations, including people who are homeless, people with mental illness, chronic health, and/or addiction disorders

### **Desired Skills and Abilities**

- Ability to effectively work with diverse populations in a non-judgmental way
- Capacity to respond to crisis situations
- Strong communication skills – both verbal and written
- Strong problem-solving skills
- Ability to give and receive constructive feedback
- Ability to recognize appropriate boundaries with clients
- Proven flexibility and creativity
- Ability to work as part of a team
- Must possess a highly positive and enthusiastic attitude and strong commitment toward helping those in need
- Strong organizational skills
- Capacity to respond to crisis situations
- Interest and experience in working with individuals who are difficult to engage and refer to traditional programs, subscribe to a philosophy of tolerance and ability to engage with individuals in their current stage of change, expressed knowledge, acceptance, and/or experience with principles of harm reduction
- Ability to communicate and work effectively with staff from various backgrounds
- Ability to work flexible hours as required by programs and staffing needs including occasional evenings and weekends
- Avalon Housing is dedicated to eliminating racial inequities. Successful candidates will demonstrate the ability to work well with multicultural communities.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee will be required sit for long periods of time, drive a vehicle with passengers, communicate with other persons by talking and hearing, required to lift and carry items weighing up to 25 pounds and to operate computer hardware systems.

**A valid driver's license and reliable transportation is required.**

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Job Title: Support Coordinator (Miller Manor)  
Reports to: Miller Manor Team Leader. This position and office is based in Ann Arbor MI.  
Status: Full-time, 40 hours / week (overtime non-exempt)  
Schedule: 9am – 5pm, M – F (some weekend or evening hours may occasionally be required)

To apply please send a resume, cover letter, and references to [jobs@avalonhousing.org](mailto:jobs@avalonhousing.org) or mail to:  
Avalon Housing, Inc., Attn: Personnel  
1327 Jones Drive, Suite 102  
Ann Arbor MI 48105

This posting will remain open until the position is filled.

**Please include the job position title in your email subject line.**

Avalon Housing is an equal opportunity employer and actively seeks applicants from diverse racial and ethnic backgrounds, as well as historically marginalized groups. This includes but is not limited to lesbian, gay, bisexual, queer, people who identify as transgender or non-binary, people living with disabilities or mental health conditions, and with lived experience with homelessness or recovery from a substance use disorder. Avalon also encourages those with criminal histories to apply. Avalon doesn't request information about criminal histories unless and until an offer of employment is extended. Avalon may exclude someone based on criminal history if it determines the criminal history is related to or directly conflicts with the responsibilities of the position.

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