



HOMELESS ADVOCACY

## VITAL DOCUMENTS COORDINATOR

### POSITION SUMMARY:

Under the direction of the Executive Director, the Vital Documents Coordinator is responsible for overall coordination of obtaining, maintaining and delivery of vital documents for clients.

### QUALIFICATIONS:

- Must embrace Wings mission
  - Excellent communication skills, both in speaking and writing
  - Be organized and exhibit the ability to follow through on tasks and goals ●
- Demonstrate a positive attitude, the desire and ability to communicate needs and to resolve conflict when necessary
- Be a goal-driven self-starter and prepared to work independently, from home if necessary.

### ROLES AND RESPONSIBILITIES:

The Wings Vital Documents Coordinator manages the Wings Birth Certificate (BC) program and assists the Wings Executive Director with additional vital documents events and prospective new vital documents efforts.

- Retains copies (digital or hard-copy) of all BC applications until the client's BC is received
- Mails completed paper BC applications to the appropriate state or county recorder's office
- Prepares BC applications for digital uploads and/or fax, as required
- Coordinates BC application payments such as money order, cash, credit card and/or check
- Receives all client BC's at the Wings PO Box
- Reviews received BCs and prepares the documentation packages for drop-off to client by scanning the BC and making a copy of the BC for the client

- Maintains BIRT spreadsheet and inputs additional client data, such as HMIS ID #, as needed for each client
- Updates HMIS and contacts client to coordinate pick-up
- Follows-up with clients on applications that require additional action ● Compiles paperwork and instructions for 'action required' BC applications for Wings BC volunteers
- Maintains Stored Birth Certificate files and Coordinates annual audit to reach out to Stored BC Clients to confirm that Wings is still storing their BC
- Coordinates BC pick-up times and locations with clients
- Maintains record of Release of Information (ROI) documents signed by each client and omits, deletes or removes old records according to client's ROI preferences ● Prepares BC delivery folder ("red folder") for Wings BC Volunteers and delivers to Wings BC Volunteer pick-up location (sheds)
- Assists Wings Executive Director with additional vital documents efforts, such as Department of Motor Vehicles DMV-ID Day, Project Homeless Connect (PHC), Marriage Licenses, Divorce Decrees and Social Security Cards (SSI)
- Assists Wings Executive Director with HEAP reporting
- Schedules and prepares agenda for quarterly BC Team meetings in collaboration with Wings Executive Director
- Suggests new or alternate processes for the Wings BC program to streamline and improve internal processes
- Acts as a steward of Wings mission and values to all clients and volunteers ● Strives to provide cheerful and helpful customer service to clients and volunteers at all times