



## **JOB DESCRIPTION**

<b>Job Title:</b>	ROSS (Resident Opportunities and Self-Sufficiency) Coordinator
<b>Classification:</b>	Exempt
<b>Employee Appointment:</b>	Full Time (Grant funded)
<b>Reports To:</b>	Service Portfolio Manager
<b>Supervision Exercised:</b>	None

### **JOB PURPOSE:**

This position is funded by HUD's Resident Opportunities & Self-Sufficiency grant in three-year cycles. The current cycle runs through 4/14/2021. For several decades, Fargo Housing has been awarded this grant and currently plans to continue to submit for renewal.

This position is responsible to the Fargo Housing Authority & Redevelopment (FHRA) to build partnerships with local service providers to ensure program participant linkage to supportive services and coordinate self-sufficiency community events and programs for clients and their families at its Public Housing sites. Work in this position is performed under the general supervision of the Service Portfolio Manager with considerable opportunity for the exercise of initiative, discretion, and independent judgment. Work is reviewed through conferences, inspections and review of reports and records.

The goal of this position is to conduct comprehensive assessments and develop individualized service plans in partnership with participants to track and report milestones. This position also provides administrative support to the program by preparing information and mailings, creating and maintaining potential, new and current client files, and managing referral sources. This position works closely with property managers to prevent rent evictions and resident crisis situations. They may provide informal counseling in this position.

### **ESSENTIAL FUNCTIONS:**

- A. Show a demonstrated interest in FHRA's mission: Empowering **People to Achieve** Independence Through **Housing**
- B. Adhere to FHRA's Core Values
  1. Service: helping people to the best of our abilities
  2. Integrity: staying true to our word through action
  3. Teamwork: working together to achieve goals
  4. Quality: exceeding the average, striving for excellence
  5. Commitment: dedication to the FHRA Mission
- C. Monitors the delivery of services to residents to ensure they are appropriate, timely, and satisfactory.
  1. Tracks the number of residents who received services and prepares grant reports for these activities to HUD in a timely manner using Family Metrics reporting tool.
  2. Provides limited indirect case management (i.e., evaluation of social, psychological and physical needs and the development of a service plan) for a resident when such service is not being provided by the general service community.

3. Educates residents on service availability both individually and as a group.
4. Reports all suspected abuse situations to the appropriate agency.
5. Sets up and oversees volunteer support programs with service organizations in the community, keeping records and reporting to various local organizations user number for grant purposes.
6. Works with tenants to overcome barriers to stay housed including, but not limited to, lease and any program violations which could result in evictions.
7. Meets with service providers as needed and appropriate.
8. Becomes a VITA volunteer certified tax preparer each year.
9. Publishes newsletters for program participants.
10. Assists management in identifying residents who need assistance and creates plans/follow up.
11. Organizes and/or coordinates program workshops and social activities for residents.

D. Partners with management to implement a resident advisory council and motivate residents and families to participate in neighborhood activities while adhering to ROSS grant requirements.

1. Assists and advises residents and families of the services which may be necessary to maintain a self-reliant lifestyle.
2. Collaborate with youth focused agencies to establish youth focused activities in resident communities.
3. Connect individuals to internal as well as external volunteering opportunities in the community.
4. Provide mediation services for resident disputes, as appropriate, and seek out assistance with existing community resources when needed.
5. Provide service management function to individuals and families who have a range of needs, helping to connect them with the programs best equipped to serve their needs.
6. Provide short-term, crisis counseling as needed and act as a referral agent for additional services (longer-term counseling would be handled by a qualified, outside agency).
7. Share resources with other service coordinators and staff on available community resources.
8. Assists residents in building informal support networks among themselves and with family members.

E. Maintains professional, courteous and respectful relationships with program residents, community housing organizations, federal Housing and Urban Development representatives, the public and FHRA staff.

1. Encourages residents to be proactive in meeting their social, psychological, and physical needs by promoting wellness activities for all residents.
2. Connects residents with resources to both fulfil their needs and empower them to achieve as much independence as possible.
3. Uses the least drastic intervention necessary to alleviate a problem situation.
4. May assist residents or coordinate training for residents in understanding lease and tenancy obligations.
5. Specifically, provide information and referral resources in the following areas and others as pertinent to the resident population and resident need which include FSS (Family Self Sufficiency Program), parenting, childcare programs, after school programs, family and youth counseling, Mental health, job training, education, legal aid, drug and alcohol abuse, elder-care services and government entitlement programs.

F. Works as a liaison for the FUP Program (Family Unification Program) and Fargo Housing agency.

G. Cross trains with Family Self-Sufficiency Coordinator to assist in case of absence.

## **MINIMUM REQUIREMENTS**

1. Master's degree in related field, plus three years demonstrated experience in economic self-sufficiency programs to diverse, low-income clientele OR
2. Bachelor's degree in related field, plus five years' demonstrated experience in economic self-sufficiency programs to diverse, low-income clientele required
3. Social Work license required
4. Knowledge of local business services, community resources and social services required
5. Be able to work independently, have good organizational skills, and possess strong written and verbal communication skills
6. Ability to prioritize and work in an environment which sometimes has tight deadlines
7. Knowledge of general operations and procedures of the Public Housing/Section 8 Housing Choice Voucher (HCV) and FSS program preferred.
8. Possess a valid driver's license and proof of automobile insurance coverage
9. Must pass criminal background investigation, driving record review, and pre-employment drug test.

***Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.***

### **Work Environment**

This position works within an office environment in a public housing setting.

### **Physical Demands**

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, walk, use hands to finger, handle or feel; and reach with hands and arms. The employee is required to occasionally lift 20 pounds.

### **Position Type/Expected Hours of Work**

This is a full-time position. Regular hours of work and days are Monday through Friday, 8:00 AM to 4:30 PM. However, this position can require evening and weekend work a few times per year.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change by FHRA Management to fit the Mission of the FHRA.

### **Competencies and Characteristics of a Successful Office Holder:**

- **Ethical Conduct:** Adheres with the rules and standards set by the Mission and Core Values of the FHRA and federal, state and local laws for housing authorities.
- **Client Focused:** Committed to the understanding of client needs and successfully applying them to FHRA programs and project development
- **Results Driven:** Can be counted on to exceed goals successfully; mission-driven, bottom-line oriented; steadfastly pushes self and others for results.
- **Motivating Others:** Empowers others; invites input from each person and shares ownership and visibility; makes everyone feel his/her work is important; is someone people like working with.