



JOB DESCRIPTION

Job Title: ROSS (Resident Opportunity and Self-Sufficiency) Coordinator
Classification: Non-Exempt
Employee Appointment: Full Time
Reports To: Service Portfolio Manager
Supervision Exercised: None

JOB PURPOSE: The Service Coordinator is a service manager to all Public Housing Site(s) and HCV residents and their families. They may provide informal counseling, information and referral, plan educational programs, coordinate volunteer opportunities, link with outside service agencies and negotiate affordable services as needed. The service coordinator educates residents on available services and monitors provisions of services as prescribed by HUD and FHRA.

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; prepares grant reports for these activities to HUD in a timely manner.
 - 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. Promote Cultural diversity and Cultural Diversity Resources in area.
 - 5. Reports all suspected abuse situations to the appropriate agency. Sets up and oversee volunteer support programs with service organizations in the community; keeps a record and report to various local organizations user number for grant purposes.

6. Follows up on behalf of residents for adequate, timely and cost-effective provision of services in community.
7. Works with tenants to overcome barriers to stay housed including, but not limited to lease and any program violations resulting in evictions.
8. Meets with service providers as needed and appropriate.
9. Becomes a VITA certified tax preparer each year.
10. Publishes newsletters for program participants.
11. Assists management in identifying residents who need assistance and create plan/follow up.
12. 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; Adhere 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; Promote wellness activities for all residents;
2. Facilitates meeting of needs when necessary, but avoid the creation of unhealthy dependence;
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.

- F. Specifically, provide information and referral resources in the following areas and others as pertinent to the resident population and resident need:
1. FSS (Family Self Sufficiency Program)
 2. Parenting, child care programs, after school programs; family and youth counseling
 3. Mental health
 4. Job training/Education
 5. Legal aid
 6. Drug and alcohol abuse
 7. Elder-care services
 8. Government entitlement programs
- G. Represent FHRA and at community events as requested by management.
- H. Seeks and attend training pertaining to the position and as assigned by supervisor.
- I. Works as a liaison for the FUP Program (family unification program) and FHRA agency.
- J. Cross trains with Family Self-Sufficiency Coordinator to assist in case of absence.

MINIMUM REQUIREMENTS

1. Bachelor's degree in in human services or related field; three years' experience in housing assistance programs or related field; or a combination of education and work experience to perform job duties as described. Bachelor's degree in social work preferred.
2. Three years minimum experience in housing or related field
3. Possess a valid driver's license and proof of automobile insurance coverage.
4. Must pass criminal background investigation and driving record review.
5. Be able to work independently, have good organizational skills, possess strong written and verbal communication skills
6. Knowledge of local business services, community resources and social services.

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 but occasionally requires working in a public housing environment and construction environments in all weather conditions (hot, cold, humid, dry and wet).

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. 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 require to

occasionally lift up to 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.

Travel

Travel is primarily local during the business day, although some out-of-the-area and overnight travel for training is required a couple of 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.

Community Development: Develops strong external loyalty to the mission and values of the organization.