

Title: Resident Opportunity Self-Sufficiency (ROSS) Services Coordinator Ayden Housing Authority

Position Summary

Responsible for working directly with residents, resident organizations, and service providers to coordinate comprehensive service delivery that results in the enhancement of the social and economic well-being of the Housing Agency residents and their success within the ROSS grant Programs. Incumbent will plan, implement, and organize the ROSS grant programs and to ensure that ROSS grant activities and expenditures comply with HUD guidelines. The duties listed below illustrate the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

Responsibilities

Undertakes and performs the following and all other work-related duties as assigned.

- Monitors ROSS grant programs daily activities and budgets, supervise and mentors staff, collaborates with community agencies and partners and enters into contract negotiations with potential vendors; reports grant activities to the Housing Agency and HUD.
- Coordinates with local service providers to ensure that program participants are linked to supportive services needed to achieve self-sufficiency; acts as a liaison between the residents and local service providers.
- Provides general case management which includes intake, assessment, education, and referral of residents to service providers in the general community.
- Establishes familiarity with community services; maintains updated information on health, educational, vocational, and social services; maintains a network of contact persons in community organizations and government benefits programs to facilitate resident linkages.
- Markets the program to residents. Develop methods and programs for reaching clients who need services but do not on their own have the initiative seek them.
- Coordinates and oversees the delivery of services, ensuring services are provided on a regular, ongoing, and satisfactory basis.
- Coordinates and sponsors events, which may include subjects relating to health care, job search seminars, life skills training, etc.
- Creates a resident group to promote self-sufficiency efforts and/or encourage residents to build informal support networks with other residents, family, and friends.

- Provides conflict resolution services and foster a sense of community among residents.
- Provides a variety of life-skills training to resolve financial and/or behavioral problems affecting resident's continued housing via direct training or referrals to community agencies. These may include, but are not limited to, nutrition, transportation, conflict resolution, basic money management, problem-solving and other cognitive skills, financial literacy, credit repair, interpersonal skills, job training/search/placement, disability services counseling, meal services and/or assistance with activities of daily living for elderly/disabled residents.
- Monitors the ongoing provision of services including supportive services from community agencies and keep the case management and provider agency current with the progress of the individual. Monitors the provision of supportive services where appropriate.
- Attends trainings to further the mission of the ROSS grant programs as well as the mission of the Housing Agency.
- Reinforces welfare-to-work programs and focus efforts on increasing residents' earning capacity. Set career goals and seek professional mentors within organizations where residents may be working.
- Collect and report on program participant demographic data that can be used in applying for grants or developing procedures and policies that better meet the needs of those served.
- Gathers accurate participant and program data for use in outcomes-based performance evaluation and reporting. Evaluate the overall success of the program.
- Tracks and reports to HUD on the progress of residents enrolled in the program. Reports include, but are not limited to, Annual reports and narratives.
- Manages and oversees grant expenditures by monitoring budget expenditures daily; entering purchase orders into Yardi system and perform budget revisions as necessary.
- Designs and implements evaluation tools to assess quality of service and resident satisfaction.
- Participates in the design of new program and service delivery models and writing/production of grant application documents.
- Assist in coordinating activities of volunteers, student interns and contractors; participate in developing and coordinating the implementation of volunteer/mentorship relationships with residents.
- Represents the Housing Agency and the department on internal and community committees and task forces as assigned.
- Develops a personal work plan to achieve department and agency annual goals, objectives and work standards. Maintain relationships with other staff.
- Operates within national, state, and local legal, regulatory, and programmatic constraints in areas of responsibility.
- Accountable for consistent adherence to strong Agency standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Agency materials, supplies, resources, and other assets

Education and Experience

Bachelor's degree from an accredited college or university in Social Work, Human Services, Psychology, or other closely related field and three (3) years of progressively responsible social services, community services, and/or housing-related work or closely related responsibilities. A combination of experience and formal education may fulfill this requirement.

Knowledge and Skills

- Good knowledge of pertinent HUD regulations and public housing management, and comprehensive knowledge of Agency policies and procedures.
- Knowledge of Fair Housing, Equal Opportunity, and nondiscrimination laws and regulations.
- Knowledge of the community, its resources and dynamics applicable to the delivery of Housing Agency programs in assigned areas of responsibility.
- Skill in representing the Housing Agency effectively in making presentations and conducting meetings with clients and community/public organizations.
- Skill in understanding, applying, adopting, explaining and interpreting complex regulations, policies and procedures.
- Considerable knowledge of social work and resources available through community service agencies.
- Thorough knowledge of accepted consultation and interviewing techniques.
- Ability to address the public and present information in a clear, concise and convincing manner.
- Ability to deal effectively with situations that require tact and diplomacy, yet firmness.
- Ability to establish and maintain effective and courteous working relationships with other employees, elderly residents and community agencies and other activities that provide services.
- Ability to operate general office machinery, computer, copies and knowledge of Microsoft Word, Excel, & PowerPoint and other software.
- Good knowledge of the typical problems and needs of seniors.
- Ability to understand and follow moderately complex written and oral instructions and to communicate and relate to persons of diverse backgrounds, ages, and abilities.

Supervision Controls

Assignments and instructions received primarily from the Director of Housing Services are broad, though there are some occasions when the employee receives specific instructions. The employee initiates and performs routine activities without supervisory direction. Problems or situations that arise and are not covered by instructions are either dealt with independently, or in consultation with the supervisor. The employee's work is reviewed regularly for adherence to policies and the attainment of objectives. The employee has no supervisory responsibilities.

Guidelines

The employee follows regulations and guidelines issued by HUD on community services, elderly and disabled resident services, and resident participation and applicable Agency policies and procedures. Frequently the employee acts independently in making decisions about the best course of action. For situations for which there are no guidelines, the employee may adapt existing guidelines, develop new guidelines, decide based on the circumstances, or seek guidance from the supervisor. When new guidelines are required, the employee develops them in consultation with the supervisor.

Complexity

Most of the work performed by the employee is relatively routine. The employee identifies work that needs to be done, prioritizes, coordinates efforts and performs the tasks. Occasionally, the employee must make decisions regarding unusual or sensitive situations and must develop new solutions.

Scope and Effect

The employee's work primarily affects elderly residents throughout the housing developments. Employee efforts are directed toward creating an environment in which elderly and disabled residents will consider their dwelling as their home and the project as their neighborhood. Performing work tasks effectively, efficiently and with compassion enhances relationships between residents and the Agency and provides long term benefits in management of Agency housing.

Personal Contacts

The employee's contacts are with elderly and disabled residents, other Agency employees and Federal, State and community service personnel. The purpose of such contacts is to bring community services and resident services to the Agency, foster resident pride and participation, and provide various kinds of support and assistance for individual families.

Physical Requirements

- Work is performed both indoors and outdoors and involves numerous visits to housing developments and outside agencies.
- Must be able to sit and/or stand for up to eight (8) hours at a time while performing work duties.
- The employee may drive lightweight vehicles, and may be required to push, pull and/or lift objects, such as boxes of canned food, tables, or a resident who must be helped into and out of a vehicle.
- Must be able to bend, stoop, push, and pull in the performance of work-related duties (e.g. moving or carrying objects or materials).
- Must be able to use fingers bilaterally and unilaterally to operate office equipment including computers, copiers, printers, facsimile machines, telephone, etc.
- Must maintain a professional appearance and portray a positive image for the Agency.
- Must maintain punctuality and attendance as scheduled.
- An employee may request a reasonable accommodation to mitigate any of the physical requirements listed above.

Work Environment

Work is primarily in-office, but may involve visits to housing developments, the offices of other agencies, community centers and meeting halls. The employee may be exposed to weather extremes and to the usual hazards associated with visits to housing developments.

Other Requirements

- Must possess a State of North Carolina driver's license and maintain a good driving record.
- The employee is required to work unusual hours.
- Must work with the highest degree of confidentiality.

- Must be available for occasional overnight travel for training.
- Must pass employment drug screening & criminal background check

Job Type: Full-time

Benefits:

- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Retirement plan
- Vision insurance

Schedule:

- 8 hour shift
- Day shift
- Monday to Friday

Education:

Experience:

- Human Services or Social Work: 3 years (Required)
- housing-related work: 3 years (Required)
- community services: 3 years (Required)
- Interviewing: 3 years (Required)

License/Certification:

- NC Driver's License (Required)

Work Location:

Company's website: www.aydenhousing.org

Benefit Conditions:

- Waiting period may apply
- Only full-time employees eligible

May terminate when grant is absolved

Work Remotely:

Company: Ayden Housing Authority

Company Location: Ayden, NC