



Job Description

Position: ROSS Service Coordinator
Reports To: PH Manager
Position Type: Exempt

Program Affiliation: LRP
Salary Range: \$37,059 - \$54,433
Revision Date: February 2019

Summary: This position will work in the Low Rent Public Housing Program to coordinate all aspects of the Resident Opportunities and Self-Sufficiency (ROSS) program within the guidelines of Housing Authority policies and procedures.

Essential Functions: include, but not limited to:

- Assess the needs of public housing residents to determine the critical needs that residents identify as barriers to achieving economic self-sufficiency;
- Build partnerships and coordinate with local service providers to ensure that program participants are linked to supportive services;
- Coordinate educational and/or community events that help residents achieve economic independence and stability;
- Provide general case management to residents which include intake, assessment, education and referral of residents to service providers in the local community;
- Find creative ways to continuously engage residents in activities that build their capacity to become resident leaders and to champion projects that address the needs of the community;
- Monitor and evaluate the progress of participants and the overall success of the program;
- Develops, supervises and implements resident service programs through establishment of long-range program goals;
- Act as a liaison between the residents/AHA and local service providers;
- Markets the program to residents, including residents that are single parent heads-of-household, the elderly, and the disabled;
- Creates and maintains a directory of community services and providers available for use by residents and AHA staff;
- Responds to referrals from Public Housing Management and staff;
- Coordinate and oversee the delivery of services, ensuring services are provided on a regular, ongoing, and satisfactory basis;
- Implement activities that promote a healthy community among residents, facilitating support groups, youth programs, social celebrations, and resident empowerment.
- Develop and monitors recreational and other activities, including educational activities/events, which may include subjects relating to health care, job search seminars, life skills training, etc.;
- Oversee, track and monitor relationships with partnering agencies providing services and resources to resident and resident programs;
- Partner with agencies that provide free services to the residents, such as medical exams, immunizations, and expanded nutrition programs;
- Monitor the ongoing provision of services including supportive services from community agencies and keep the case management and provider agency up-to-date regarding the progress of the individual. Monitor the provision of supportive services where appropriate;

- Provide assistance to residents in establishing and maintaining Resident Councils. Attends Resident Council meetings and Agency-wide events. Provide supervisor with pertinent information, concerns and comments from such meetings for proper follow-up;
- Ensure MOUs and required paperwork are up to date;
- Make home visits to residents, and follow up on cases;
- Prepares monthly activity calendars and newsletters;
- Track and report to HUD on the progress of residents enrolled in the program;
- Prepares and submit required HUD, Program Coordinating Committee (PCC), and other reports as needed and maintains accurate records;
- Represents AHA in meetings of community agencies and prepare reports of meetings attended;
- Perform additional duties as assigned.

Minimum Qualifications:

- Bachelor's degree or equivalent experience in community relations, social work, marketing, communications or other related discipline;
- Demonstrated ability to communicate effectively, both orally and in writing, analyze and interpret complex rules, regulations and directives; make computations and maintain accurate and up-to-date records;
- Strong listening skills and high interest level in working with low to moderate income clients;
- Demonstrate ability to maintain confidentiality;
- In depth knowledge of community resources; and
- Working knowledge of Microsoft Word and Excel
- The incumbent must possess and maintain a valid driver's license in state of residence, and maintain an insurable driving record under the terms and conditions of the AHA auto liability policy. The incumbent may have no more than four accumulated points in three consecutive years.

Preferred Qualifications:

- Advanced computer skills for Microsoft programs, including Excel, Word and PowerPoint;
- Experience with public housing, homeownership or other assisted housing programs; and
- Specialized knowledge of available community resources.

Required Certifications:

- Resident Opportunity and Self Sufficiency (ROSS)
- Public Housing Specialist

(Must be obtained within the first year of employment.)

Benefits:

Full benefits – health, dental, vision, life insurance, paid holidays and retirement package provided.

Applications are available on the Abilene Housing Authority website at www.abileneha.org. Interested candidates can also email their resume and cover letter to amy.pugh@abileneha.org .
