

# PRICHARD HOUSING AUTHORITY POSITION DESCRIPTION

## ROSS SERVICE COORDINATOR

DEPARTMENT	SUPERVISOR	CLASSIFICATION
HOUSING	SUPPORTIVE SERVICES DEPT. LEAD	FULL-TIME

### SUMMARY OF DUTIES:

Under the supervision of the Supportive Services Department Leader, the Resident Opportunity and Self-Sufficiency (ROSS) Service Coordinator is responsible for the ROSS Program in conformance to the Housing Authority City of Prichard (HACP) policies, HUD, and federal regulations. The ROSS Service Coordinator will be primarily responsible for the development and implementation of the ROSS program, which includes coordinating supportive services, health and wellness and other resident empowerment activities designed to help Public Housing residents attain greater self-sufficiency. These services should enable participating families to increase earned income, reduce or eliminate the need for assistance, make progress toward achieving economic independence and housing self-sufficiency, or, in the case of elderly or disabled residents, help improve living conditions. You will also plan, develop and implement programs and services for residents, connect residents with needed resources, work with existing partners and establish new partnerships to leverage additional resources and opportunities for residents. You will also provide direct services to residents including social, instructional, homeownership counseling, employment assistance, health and wellness life skills, educational and computer workshops, after school and summer camp programs for youth and other resources as needed. Responsibilities also include periodically evaluating program success, preparing program/grant reports and assessing resident needs in developing new programs and policies. This position is funded by a three-year grant from HUD which is eligible to renew every three years.

### EQUIPMENT/POSITION LOCATION:

This position is located at the main office of the Housing Authority. The occupant of this position must be able to drive a car in order to travel to other sites and meetings when necessary. This position also requires the ability to operate a computer, calculator, and a variety of general office equipment.

### ESSENTIAL FUNCTIONS OF POSITION INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

- Develop a comprehensive network of education, training, health, economic development, and other supportive services for residents and meet objectives as specified in the ROSS Service Coordinator Grant.
- Create and maintain a directory of available service resources.
- Have regular contact with clients including in-person, by phone, and in writing.
- Maintain a minimum case load of 50 participants (This is a requirement in the ROSS grant).
- Develop, implement, and report of participant case plans. Input participant case information and track outcomes using a designated software program.
- Complete paperwork, monthly reports, and case notes accurately and on a timely basis.
- Perform related duties as assigned by supervisory personnel. The above duties intended to describe the general content and requirements for the performance of this job.

# **PRICHARD HOUSING AUTHORITY**

## **POSITION DESCRIPTION**

### **ROSS SERVICE COORDINATOR**

- Responsible for connecting residents to Family Life and Health Services. Refers and links the residents to service providers in the community; for example, case management, personal assistance, homemaker, meals-on-wheels, transportation, counseling, healthcare services and preventative health screening/wellness.
- Educates residents on application procedures, client rights, etc., providing advocacy as appropriate.
- Monitors the ongoing provision of services from community agencies and keeps the case management and provider agency current with the progress of the individual.
- Sponsors educational events which may include subjects relating to health care, job search seminars, life-skills training, safety issues, etc.
- Responsible for providing counseling and coordination of participants of the ROSS Program in accordance with the requirements of applicable grants and funds.
- Promotes the ROSS Program by highlighting benefits to prospective participants.
- Conducts initial evaluation interviews and needs assessments to identify the necessary supportive services.
- Develop individual career opportunity plans and maintain new and existing relationships with educational institutions based on program needs and community trends.
- Promotes available programs and services to the intended participants. Tracks outreach and follows up with potential participants.
- Monitor participation in programs and modifies plan, as needed, to maximize participation.
- Provides support to program participants and identifies any barriers to participation.
- Develops and maintains management reporting for assigned activities. Ensures the completion of reporting in a timely manner and assists with periodic grant reporting as directed.
- Completes periodic grant reporting to the U. S. Department of HUD and ensures the timely submission of all required reporting.
- Regularly coordinates with supervisor regarding program participants.
- Establishes cooperative relationships with other community service providers and coordinates service delivery for participants.
- Assists with the preparation of grant or funding requests to ensure the long-term viability of the programs administered.
- Reviews Federal Regulations to ensure the Authority's compliance and advises the supervisor of any necessary changes to policies and procedures to conform to regulations.
- Attends professional meetings and training sessions to ensure proficiency in the housing, construction, and renovation fields.
- Performs other duties as assigned.

# **PRICHARD HOUSING AUTHORITY POSITION DESCRIPTION**

## **ROSS SERVICE COORDINATOR**

### **REQUIRED SKILLS, KNOWLEDGE AND QUALIFICATIONS:**

- Must possess the passion for working with low-income residents and sincere interest and desire to assist residents.
- Must possess the ability to motivate and promote a positive atmosphere and respond to resident's needs.
- Must be a supportive team member, contribute to and be an example of teamwork and team concept.
- Must possess the ability to make independent decisions when circumstances warrant such action.
- Must possess the ability to deal tactfully with personnel, residents, government agencies/personnel and the general public.
- Must communicate effectively both orally and in writing.
- Ability to proficiently operate a personal computer, with basic knowledge of word-processing, spreadsheets, and use of the Internet.
- Strong writing skills.
- Ability to establish and maintain effective working relationships with co-workers, agency representatives, tenants, and the public.
- Employees in this classification are required to serve a six (6) month introductory employment period to receive permanent status.

### **MINIMUM QUALIFICATIONS:**

- Bachelor's degree in business administration, public administration, housing management, human/social services or related field or Associate degree in related field such as Social Services, Psychology, Human Services, Counseling or related area with five (5) years of relevant experience.
- Three (3) years' experience in case management or related work.
- Equivalent combination of relevant education, training and experience that meets the requirement to successfully accomplish the assigned duties and responsibilities.

### **CONDITIONS OF EMPLOYMENT:**

- Must possess a vehicle and valid driver's license to legally drive in the state of Alabama.
- Must comply with organizational and departmental policies.

May 2021

**SIGNATURES:**

I have read and understand the job description.

\_\_\_\_\_  
Print Name - Employee

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name - Supervisor

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date