

POSITION TITLE: **ROSS SERVICE COORDINATOR (Exempt)**

REPORTS TO: Executive Director (ED)

JOB SUMMARY:

As the ROSS Service Coordinator, you are delegated the administrative authority, responsibility, and accountability necessary for carrying out your assigned duties. You are responsible for the ROSS Program as directed by the ED in conformance to East Georgia Housing Authority Partners (EGHAP) policies, HUD, and federal regulations. You are accountable to the ED.

The ROSS Resident Services Coordinator will be primarily responsible for the development and implementation of a Resident Opportunity and Self-Sufficiency (ROSS) program, which includes coordinating supportive services 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 and enable residents to age-in-place. 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 and rental counselling, employment assistance, life skills classes, 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. The program depends heavily on goals and metrics with a focus on strategic outcomes. Corresponding analysis is required to fulfill the purpose of the grant.

ESSENTIAL FUNCTIONS:

1. Develop and maintain a comprehensive network of education, training, mental health, substance abuse, economic development and other supportive services for youth and adults.
2. Create and maintain a directory of available service resources and act as a liaison between participants and providers. Make said directory available online and update it continuously.
3. Develop and implement new programs and services for residents and meet objectives as specified in the ROSS Service Coordinator Grant or as requested by EGHAP.
4. Identify needs, define clear and measurable goals to address those needs and connect with resources. Document participant progress and re-evaluate services for adequacy.
5. Assist participants in completing all necessary application and enrollment forms.

6. Have regular contact with clients including in person, by phone and in writing.
7. Complete paperwork, monthly reports, and case notes accurately and on a timely basis.
8. Coordinate referrals to and/or provide on-site supportive services for ROSS participants including but not limited to mental health, GED programs, employment workshops, financial education, and substance abuse programming with appropriate community agencies. Expand offerings as appropriate.
9. Pro-actively develop and promote self-reliance activities for families including but not limited to Financial Counseling, Homeownership and GED programs. Arrange for education sessions on such topics as tenant rights and responsibilities; elderly abuse; aging-in-place and maintaining independent living.
10. Seek out new program funding sources, write for public and private grants and work toward program sustainability.
11. Coordinate with the FSS program as needed and available to ensure fluid transfer of participants between programs to support resident progress toward self-sufficiency.
12. Evaluate needs and gaps in services and work to identify solutions.
13. Liaison with the Resident Council, participate in meetings and resident activities, and coordinate public hearings for resident input.
14. Provide weekly and monthly report to the ED on progress and areas for improvement. Submit required HUD reports.

ADDITIONAL SKILLS AND QUALIFICATIONS

1. Must possess the passion for working with low-income residents and sincere interest and desire to assist residents.
2. Must possess the ability to motivate and promote a positive atmosphere and respond to resident's needs.
3. Must possess proficient computer skills in word processing, spreadsheet applications and presentation skills.
4. Must be a supportive team member, contribute to and be an example of teamwork and team concept.
5. Must possess the ability to make independent decisions when circumstances warrant such action.
6. Must possess the ability to deal tactfully with personnel, residents, government agencies/personnel and the general public.
7. Must be cross-culturally and emotionally competent to interact with individuals from different cultural backgrounds.

8. Hold a valid state driver's license and be insurable under the Authority's automobile policy; pass federal, state, and local criminal investigation clearances, and pass a drug screening test administered by EGHAP or its designated provider.
9. Ability to investigate complaints of program abuse and fraud. Document and take appropriate action in such cases, per agency policies and procedures with accuracy and efficiency.
10. Employees in this classification are required to serve a six (6) month introductory employment period to receive permanent status. Internal hires are waived from this requirement per the EGHAP Personnel Policy.

REQUIRED EDUCATION AND EXPERIENCE:

1. Bachelor's degree in public administration, housing management, human/social services or related field.
2. Four (4) years' of strong experience in case management or related social services work.
3. Equivalent combination of relevant education, training and experience that meets the requirement to successfully accomplish the assigned duties and responsibilities.
4. Possess working knowledge and understanding of methods and techniques of effective case management and assessment skills.
5. Strong writing skills to write grants, grant reports, generate promotional material and public relations releases.

PHYSICAL REQUIREMENTS:

While performing duties of this job, the employee is regularly required to talk or hear. The position requires standing and walking on a regular basis. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT:

1. There may be several deadlines associated with this position, which may cause significant stress.
2. Moves intermittently during working hours and subject to frequent interruption.
3. Must function independently and in team setting; have flexibility, personal integrity, and the ability to work effectively with residents, support agencies, and move intermittently throughout the workday.

4. Involve with residents, personnel, visitors, government agencies/personnel, etc., under all circumstances.
5. Works beyond normal working hours, on weekends, and in other positions temporarily, when necessary
6. Subject to call back during emergency conditions, (e.g., severe weather, evacuation, post- disaster, etc.).
7. Continued growth and expand knowledge while following all facility policies and procedures.
8. Contribute to effective communication and pleasant working conditions, respect and take care of facility and not wasteful of supplies.
9. Must be a supportive team member, contribute to and be an example of teamwork and team concept.
10. Must possess leadership ability and willingness to work harmoniously with and supervise other personnel.

EXPECTED HOURS OF WORK:

40.0 hours per week. After hours as needed. This position is open to telework as needed and with approval by the Executive Director. There will be periods of time where the position requires additional hours during the week.

TRAVEL REQUIREMENTS:

The ROSS Service Coordinator must travel to different locations on a regular basis.

EEO STATEMENT:

East Georgia Housing Authority Partners is an equal opportunity employer.

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 at any time with or without notice.

Every effort has been made to identify the essential function of this position. However, it in no way states or implies that these are the only duties you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or is an essential function of the position as may be directed by the ED.