JOB DESCRIPTION

Job Title: Senior Service Coordinator
Member of: Resident Services Department
Current Grade: 7
Responsible to: Resident Services Manager

I. The Mission of Housing Authority of the County of Salt Lake

The mission of the Housing Authority of the County of Salt Lake is to provide and develop quality affordable housing opportunities for individuals and families while promoting self-sufficiency, empowerment and neighborhood revitalization.

II. Job Statement

The Senior Service Coordinator supports the mission of HACSL by increasing residents’ access to services and by facilitating their participation in programs that enhance their physical, social, and mental well-being. The Service Coordinator position requires an ability to work in a complex and nontraditional human service setting with a diverse population. A combination of education and experience that results in knowledge of the human service system and experience working with persons with disabilities and the elderly is essential.

III. Job Description

Objective A: Program Development and Management

- Ensure the day-to-day service coordination and service operations are functioning in accordance with agency philosophy and standards set forth in funding contracts and agency policy.
- Assist and coordinate office functions to assure a safe and productive work environment.
- Provide general assistance and advocacy related to supportive and social services to all residents; provide up-to-date information and clarification regarding programs such as Medicare, Medicaid, entitlements, and formal supportive and social services.
- Educate residents to services available on-site and in the community.
- Develop and maintain linkages with community resources such as the Area Agency on Aging in order to remain current regarding information and services available to address resident needs.
- Maintain resident files in accordance with legal and grant requirements, and complete all documentation in a timely manner.
• Develop and implement short and long range plan for supportive services for the residents.
• Educate residents to services available on-site and in the community. Create new services or increase the availability of existing services to meet resident needs.
• Collect program data to track resident progress on a monthly basis ensure reports are submitted to the Resident Services Manager and/or Grant Writer by set monthly reporting deadlines.
• Responsible for performing profession-level administrative duties involving research, analysis and reporting.
• Work with Resident Services Manager and Grant Writer to actively seek and develop fund raising strategies for supportive services for residents.
• Develop, implement and assess outcome measures for supportive services.
• Research similar programs and conduct literature reviews on a regular basis to ensure programs are effectively and efficiently run.
• Prepare reports regarding service provision and update service plan in accordance with governing bodies.
• Facilitate development of and provide support for a Tenant Association
• Maintain working relationship with on-site property management and maintenance staff

Objective B: Collaboration
• Implement and maintain current Memorandums of Understanding (MOU’s) with partners.
• Cultivate partners with services providers to ensure a continuum of care for residents.
• Actively coordinate on-site services for residents in collaboration with community partners.
• Attend Resident Services meetings, housing staff meetings and other community building meetings as is necessary.
• Relay information to other Housing Authority departments regarding resident issues and needs.
• Support Resident Services co-workers and other Housing Authority staff work as a team to accomplish agency, department, and program goals.

MINIMUM REQUIREMENTS:

1. Bachelor degree in education, social work or related field
2. Minimum of two years experience full-time paid related experience
3. Experience working with volunteers and collaborating with community partners
4. Demonstrated ability to advocate, organize, problem-solve and provide results for the residents they serve.
5. Computer literate
6. Bilingual Preferred (English & Spanish)
KNOWLEDGE OF:

1. Issues impacting low-income seniors
2. Methods and techniques of effective case management and assessment skills
3. Social service programs and community resources
4. Principles, methods, and techniques of effective program development, administration and management
5. Grant writing
6. Basic financial skills and budgeting principles and procedures

ABILITY TO:

1. Work evenings and some weekends
2. Solve complex situations and diffuse explosive situations
3. Approach problems pro-actively with solution focus
4. Communicate effectively both verbally and in writing
5. Establish working relationships with residents, co-workers, and other professionals
6. Work independently in a multiple sites setting
7. Prepare comprehensive reports
8. Prioritize workload
9. Access community resources and form collaborations

A criminal background, drug screen, driving and credit check must be completed before hire. An Official Housing Authority Application Form must be completed and a resume submitted. The Housing Authority complies with Section 504 of the Rehabilitation Act of 1973 by providing equal access to services, programs and activities for qualified individuals with disabilities. With 24-hour advance request, reasonable accommodations will be provided to individuals with disabilities.