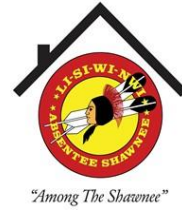


Absentee Shawnee Housing Authority
Job Description



Title: ROSS Coordinator

Reports to: Resident Services Manager

FLSA Status: Exempt

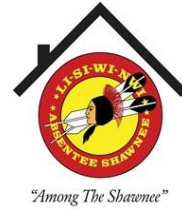
Positions Supervised: None

Summary of Position: Solely responsible to coordinate and deliver supportive service to low-income households within ASHA's program.

DUTIES AND RESPONSIBILITIES:

1. Maintain awareness and understanding of ASHA program policies, and HUD rules and regulations.
2. Stay aware and current of all community services relevant to the needs of ASHA participants.
3. Responds timely and effectively to many situations, crisis driven, or potentially difficult situations involving clientele living with mental health conditions, engaged in drug/alcohol use, victims of crime, etc.
4. Assist in orientation of incoming applicants for ASHA's low rent, and safe shelter housing on cases when supportive services are necessary.
5. Assist clients to develop and realize personal goals by providing information, problem solving skills, support counseling, and referral to assigned participants in our housing to include goal development and assistance with accessing services that will lead to increased self-sufficiency and capacity to obtain and sustain permanent housing.
6. Assist staff with supportive counseling for safe shelter and low rent participants, life skills coaching and general problem-solving assistance to program participants.
7. Attend multi-agency meetings, partner meetings, staff meetings, or training as directed/scheduled.
8. Works with department manager to create and update educational materials, activities and reports for the ROSS program.
9. Maintain data and records, including entering client services information in ASHA's database, in accordance with policies or funding requirements.
10. Organize and carry out tasks needed on food, clothing or other donations for participants, properly recording, documenting and tracking ROSS grant budget expenses for ASHA records.
11. Promote an empathetic and responsive environment respectful of client autonomy and culture.
12. Develop and maintain working relationships with referring agencies.
13. Prepares reporting for the ROSS grant and other resident service activities performed.
14. Works closely with other departments in maintaining policies that maximize security and confidentiality of participants.

Absentee Shawnee Housing Authority
Job Description



15. Respond to crisis callers; provide crisis counseling and referral to appropriate resources.
16. Communicate ideas for program development/improvement or another program needs to immediate supervisor.
17. Adherence to policies related to confidentiality, information sharing and appropriate use of agency client database.
18. Other duties as assigned.

Qualifications

- (1) College degree or significant relevant work experience. A Bachelor of Social Work or degree in Gerontology, Psychology, or Counseling is preferable; although any other completed college degree is fully acceptable. May also consider individuals who do not have a college degree but who have an Associate's degree or significant relevant work experience;
- (2) Demonstrated ability to provide effective communications with individuals with disabilities and ensure meaningful program access for persons with limited English proficiency (LEP);
- (3) Knowledge of procedures, eligibility, and federal nondiscrimination laws for federal and applicable state entitlement programs; and legal liability issues related to providing Service Coordination;
- (4) Possess knowledge of the aging process, elder services, disability services, and drug and alcohol abuse by the elderly, and mental health issues;
- (5) Two to three years' experience in social service delivery for low-income youth, adults, senior's citizens and/or people with disabilities;
- (6) Demonstrated working knowledge of supportive services and other resources for youth, adults, senior citizens, and/or non-elderly people with disabilities available in the local area;
- (7) Demonstrated ability to advocate, organize, problem-solve, and provide results for low-income families, the elderly, and/or individuals with disabilities; and
- (8) Applicants must be able to deliver eligible activities in compliance with nondiscrimination requirements and should have experience working with underserved communities

DESIRABLE KNOWLEDGE, SKILLS, AND ABILITIES:

Computer experience necessary

Social / Customer services skills helpful

Absentee Shawnee Housing Authority
Job Description



Knowledge of Housing Data Systems Project Management Software

Microsoft Word

Excel Spreadsheet

Attendance/punctuality are essential.

Leadership

Ability to follows all policies and procedures

Follows instructions, responds to management direction, takes responsibility for own actions

Writes clearly and informatively, ability to edit for spelling & grammar

Monitors own work to ensure quality, completes work in timely manner

Completes tasks on time

Must be insurable

Must be able to travel, if required

Ability to work unsupervised

Approaches others in a tactful manner

Reacts well under pressure

Uses time efficiently

Treats people with respect, staff and residents

Keeps commitments

Ability to write simple correspondence

Volunteers readily, seeks increased responsibilities, asks for and offers help when needed

Ability to follow rules of confidentiality

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following:

1. Designs work flows and procedures.

Absentee Shawnee Housing Authority
Job Description



2. Problem Solving abilities—Identifies and resolves problems in a timely manner, gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situation; uses reason.
3. Interpersonal Skills – Focuses on solving conflict, maintains confidentiality; keeps emotions under control; remains open to others ideas and tries new things.
4. Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
5. Written Communication – Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
6. Teamwork – balances team and individual responsibilities.
7. Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively in court hearings or to tenants, employees and Board of organization.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is frequently required to stand. The employee is occasionally required to walk and sit.
