

Phone (812) 339-3491
Fax (812) 339-7177

JOB DESCRIPTION

Job Title:	Resident Service Coordinator: Step Up Program
Department:	Public Housing
Reports to:	Administrative Director
FLSA Status:	Non-Exempt

Updated 7/12/2018

SUMMARY

The Resident Service Coordinator (RSC) will have the primary job of designing and carrying out the Resident Opportunities and Self Sufficiency (ROSS) grant funded program for the Bloomington Housing Authority Public Housing program, known as the Step Up Program. The RSC is responsible for planning, organizing, and evaluating the delivery of services and implementation of strategies, which improve the quality of life of BHA residents. The RSC is accountable for achieving targeted departmental results, performance, quality service standards and preparing appropriate analyses. The RSC negotiates and develops partnerships with community service providers and local businesses.

The RSC will report directly to the Administrative Director. This person must be able to work with a variety of people, and have excellent verbal, written, and computer skills. This person will also be responsible for Social Service Grant applications and attention to detail is a must. It is essential this person have the qualifications to interpret program regulations and implement new initiatives. It is also important this person be able to rearrange and track their schedule to meet the needs of the programs. The RSC obtains and manages funding and other resources necessary to support the work of the program.

This position is diverse in nature and involves regular direct client contact and case management, as well as contact with the public, other agencies, resident council and staff. Must be comfortable working with a wide variety of people and be able to work some nights and weekends as needed. **This position is funded by a three-year grant from the U.S. Department of Housing and Urban Development (HUD).**

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Under the direction of the Administrative Director, develops, coordinates and implements resident service programs through establishment of long-range program goals. Carries out prioritized strategic initiatives that provide a broad range of human services through community partnerships and agencies to efficiently serve BHA residents and youth.
- Understands and implements HUD regulations for the Resident Opportunity and Self-Sufficiency (ROSS) Grant.
- Conducts outreach and marketing of the Step Up Program to residents.
- Implements activities that promote a healthy community among residents, facilitating support groups, youth programs, social celebrations, and resident empowerment.
- Develops 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.
- Serves as job developer, establishing and maintaining partnerships with employers to identify job opportunities. Locates job openings for residents based on their individual skills and abilities. Works with participants on an individual basis regarding their job search progress and activities.
- Provides general case management which includes intake, assessment, education, and referral of residents to service providers in the general community. Develops a preliminary Individualized Training and Services Plan (ITSP) to track goals for Step Up participants.
- Counsels BHA residents with personal or economic problems, and if necessary refers them to appropriate agencies for assistance.
- Educates staff and property management team about the needs of and services available for residents.
- Provides training and supports resident leadership and empowerment, assisting in the development of a Resident Council/Organization and/or Resident Advisory Board.
- Creates and maintains a directory of community services and providers available for use by residents and BHA staff.
- Establishes working relationships and collaboration with private organizations to secure support and technical assistance for social services planning and the coordination of service delivery.
- Coordinates activities involving programs of outside agencies that improve the quality of life for the residents.
- Brings in agencies that provide free services to the residents, such as medical exams, immunizations, and expanded nutrition programs, etc.
- Educates residents on service availability, application procedures and client responsibilities.
- Determine appropriate content, layout and design for the BHA Banner and other newsletters as needed. Also publishing, printing, assembly, and delivery including walking door-to-door in each BHA community.
- Assists residents in obtaining benefits available from social service agencies.
- Ensures effective system of intra-departmental communication and reporting to facilitate staff coordination and program planning.
- Prepares monthly, quarterly, and annual reports.

- Tracks and prepares reports on all resident activities and on the progress of residents enrolled in the program for the Administrative Director, Executive Director, HUD, and other interested parties.
- Documents participant services and progress notes in electronic records database.
- Assists, prepares and monitors grant applications, especially the ROSS NOFA application.
- Audits financial records of BHA Resident Council/Organization.
- Keeps Property Manager and BHA management informed of resident complaints and counseling performed.
- Represents BHA in meetings of community agencies and prepares reports of meetings attended.
- Rental Assistance Demonstration (RAD) resident input coordination.
- Assist with coordination of various RAD communications.
- Contributes to team effort by accomplishing all other duties assigned.

Knowledge and Skills

- Knowledge of pertinent HUD regulations, public housing management, and comprehensive knowledge of Authority policies and procedures.
- Strong organizational skills with demonstrated leadership abilities.
- Knowledge of techniques for promoting self-sufficiency.
- Ability to develop, implement, coordinate programs and activities designed to assist families with becoming self-sufficient and upwardly mobile.
- Comprehensive knowledge of social work and resources available through community agencies.
- Strong interpersonal communication skills that will establish positive working relationships with employees, agencies and organizations in the city and county that have programs available for Authority residents.
- Capability to research and develop successful grant proposals for public and private funding sources.
- Ability to monitor and manage multiple programs and budgets funded by public or private agencies.
- Overall knowledge and experience with data base computer programs, word processing programs, and personal computers.
- Ability to address the public and present information in a clear, concise and convincing manner.
- Capacity to deal effectively with situations that require tact and diplomacy, yet firmness.

ANALYSIS OF PHYSICAL DEMANDS OF POSITION

The employee's work is performed both indoors and outdoors, and involves visits to residents' homes, and outside agencies. The employee may drive vehicles, and may be required to push, pull and/or lift objects weighing up to and more than 25 pounds, such as boxes of canned food, tables, etc. Work requires travel to meetings, conferences, and may require travel to workshops in other cities. The employee's position requires unusual hours as dictated by public housing resident activities.

Physical demands of this position may vary and are not held to the below analysis but are here for the employees general knowledge of the demands this position may require.

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| <input checked="" type="checkbox"/> Standing | <input checked="" type="checkbox"/> Walking | <input checked="" type="checkbox"/> Sitting |
| <input checked="" type="checkbox"/> Lifting | <input checked="" type="checkbox"/> Carrying | <input checked="" type="checkbox"/> Pushing |
| <input checked="" type="checkbox"/> Pulling | <input checked="" type="checkbox"/> Climbing | <input checked="" type="checkbox"/> Balancing |
| <input checked="" type="checkbox"/> Stooping | <input checked="" type="checkbox"/> Kneeling | <input checked="" type="checkbox"/> Crouching |
| <input checked="" type="checkbox"/> Reaching | <input checked="" type="checkbox"/> Handling | <input checked="" type="checkbox"/> Speaking |
| <input checked="" type="checkbox"/> Hearing | <input checked="" type="checkbox"/> Seeing | <input checked="" type="checkbox"/> Depth Perception |

Qualifications

Minimum Requirements:

The requirements listed below are representative of the degree, knowledge, skill, and/or ability required.

- ✓ Must possess a bachelor's degree in Social Work or related field, or minimum of 5 years' experience in social service or related work.
- ✓ Experience working with ethnically and/or culturally diverse populations and low-income persons
- ✓ Must be willing and able to work a variety of hours.
- ✓ Must work with the highest degree of confidentiality.
- ✓ Excellent verbal and written communication skills.
- ✓ Must possess an Indiana driver's license and have reliable transportation.
- ✓ Must have phone and be accessible.
- ✓ Must have no prior felony convictions.
- ✓ Must be bondable.
- ✓ We are a drug free and smoke free environment.

Preferred Requirements:

- ✓ Graphic design with experience in marketing and print design
- ✓ Maintain financial records, basic budgeting and other fiscal reporting
- ✓ Demonstrated proficiency in Event Planning
- ✓ Knowledge about services available for teens and youth and to assist people with a disability, housing, drug or alcohol abuse, domestic violence, mental health, or aging issues.
- ✓ Knowledge of and/or training in Fair Housing Laws and Landlord/Tenant Laws.