



Bloomington Housing Authority

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Job Opening Announcement

March 25, 2021

Resident Service Coordinator

Job Status: Full-Time, Non-Exempt
Shift: 8:00 AM - 4:00 PM
Days: Mon., Tue., Wed., Thu., Fri.
Details: Posted Friday, March 25, 2021. Open until filled.

The **Bloomington Housing Authority (BHA)** is seeking an energetic individual with a passion for service to join our team as **Resident Service Coordinator (RSC)**. This individual should demonstrate a strong sense of integrity, professionalism and personal accountability as they will be the core facilitator of the Resident Opportunities and Self Sufficiency (ROSS) grant funded program for BHA's Public Housing program, currently known as the *Step Up* program. The RSC is responsible for planning, organizing and evaluating the delivery of services to improve the quality of life of BHA Residents. Central to the RSC role is the ability to negotiate, develop, and maintain partnerships with community service providers and local businesses; as such, strong communication and collaboration skills are imperative.

The RSC must be able to work with a variety of people, and have excellent verbal, written and computer skills. 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) and will report directly to the Administrative Director.

Primary Responsibilities:

Performs a wide variety of office and field activities to implement and manage the HUD-funded, Resident Opportunity for Self-Sufficiency (ROSS) grant program. Specific responsibilities include but are not limited to:

- 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 service BHA residents and youth.
- Understand and implement HUD regulations for the 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 Life-Goal Accountability Plan 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 and BHA staff.
- Establishes working relationships and collaboration with private organizations to secure support and technical assistance for social service planning and the coordination of service delivery.
- Coordinates activities involving programs of outside agencies that improve the quality of life for the residents.
- Brings 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 for social service agencies.
- Prepares monthly, quarterly, and annual reports.

Knowledge, Skills and Abilities:

- Strong organizational skills with demonstrated leadership abilities.
- Comprehensive knowledge of social work and resources available through community agencies.
- 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.
- Strong interpersonal communication skills that will establish positive working relationships with residents, employees, agencies and organizations in the city and county that have programs available for BHA 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.
- 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.
- Ability to make sound independent decisions.
- Ability to communicate to others effectively, both orally and in writing.
- Ability to conduct favorable inter-personal relations.
- Ability to organize and plan work.
- Ability to motivate others toward accomplishing goals/objectives.
- Ability to work with diverse populations.
- Commitment to BHA mission and strategic plan.

Technical Skills

- Proficiency with personal computers and office equipment (e.g., printers, scanners, copier and fax) is critical to this position.



- Proficiency with Microsoft Office (e.g., Word, Excel, & PowerPoint), and ability to work with Housing Authority software.

Working Conditions:

- Work is performed both indoors and outdoors, involves visits to residents’ homes, and outside agencies. The employee may drive vehicles, and may be required to push 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.

Qualifications:

- **Education:** A Bachelor’s degree in Social Work or related field, OR minimum of 3-5 years’ experience in direct social service or related work.
- **Experience:** Experience working with ethnically and culturally diverse populations and low-income populations.
- **Certificates & Licenses:** Valid State Issued Drivers’ License and insured.
- **Other Requirements:** Must have reliable transportation; must have a phone and be accessible; must be authorized to work in the United States (The BHA validates authorization to work using eVerify.)
- **Preferred Requirements:** Graphic design with experience in marketing and/or print design; demonstrated proficiency in: event planning; knowledge about services available for teens & youth; and ability to assist with disability, housing, drug or alcohol abuse, domestic violence, mental health or aging issues.

Benefits:

- 401(k) Retirement Plan
- Health Insurance
- Health Savings Account contribution
- Dental Insurance
- Vision Insurance
- Employee Assistance Program
- Life Insurance
- Paid Time Off
- Personal Time
- Paid Holidays

Salary Range: \$31,222 to \$43,206 annually. (Pay commiserate with experience and skillset)

****How to Apply**:** Interested applicants should submit a **cover letter and resume** to Leon Gordon, Administrative Director, at lgordon@blha.net. Applications submitted without a cover letter will not be reviewed or considered. No phone calls please.

About BHA: The Bloomington Housing Authority was established in 1961 while its first development of affordable housing units was completed in 1968. Currently, the BHA employs a staff of 29 employees and provides housing assistance to around 2,000 Monroe County households each year. The BHA operates three affordable housing communities (Crestmont, Reverend E.D. Butler and Walnut Woods) and provides more than 1,300 Housing Choice Vouchers, also known as Section 8, that allow income eligible families to rent in the private market. Along with housing assistance, the BHA maintains active service coordination programs including the Family Self-Sufficiency Program and Community of Empowerment Program. In July 2018, the BHA released its current Strategic Direction 2018-2030 Plan



called “Bloomington Housing Forward” which outlined affordable housing portfolio preservation and improvements through the HUD RAD program among many other goals. More information about BHA can be found online at www.bhaindiana.net.

BHA is an equal opportunity employer and does not discriminate against any employee or applicant because of race, color, sex, religion, age, sexual orientation, familial status, disability, handicap, national origin, ancestry, gender identity, veteran status, military status, housing status or any status protected under federal, state or local law. AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER/ SECTION 3 HUD EMPLOYER.

