



TWIN FALLS HOUSING AUTHORITY

Position Description – ROSS Service Coordinator (June 01, 2022)

Position Title: ROSS Service Coordinator	FLSA Status: non-exempt (Durational)
Reports To: Executive Director	Last Updated: February 1, 2022

POSITION OVERVIEW

This is moderately responsible social service work related to the Authority's resident opportunity and supportive services function. The incumbent is responsible for the coordination of services and activities under the Authority's Resident Opportunity and Supportive Services (ROSS) grant including both elderly and family supportive services defined in the grant plan. Reporting to the Executive Director, this position is responsible for planning and implementation of programs and initiatives. Work assignments are received in the form of broad objectives and performance expectations with minimal direction in day-to-day operations. This position is only for the duration of the ROSS Grant.

DUTIES AND RESPONSIBILITIES

The statements contained here-in reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload. The functions listed are also examples of duties that may be required and in no way imply a contractual agreement between the employer and employee or affect the at-will relationship between the parties.

1. Develop a comprehensive network of education, training, health, economic development, and other supportive services for youth and adults.
2. Create and maintain a directory of available service resources.

3. Have regular contact with clients including in-person, by phone, and in writing. Maintain a minimum case load of 50 participants (This is a requirement in the ROSS grant).
4. Develop, implement, and report of participant case plans. Input participant case information and track outcomes using a designated software program.
5. Complete paperwork, monthly reports, and case notes accurately and on a timely basis.
6. Perform related duties as assigned by supervisory personnel. The above duties intended to describe the general content and requirements for the performance of this job.
7. Responsible for connecting residents to community services.
8. Responsible for providing counseling and coordination of participants of the ROSS Program in accordance with the requirements of applicable grants and funds.
9. Promotes the ROSS Program by highlighting benefits to prospective participants.
10. Conducts initial evaluation interviews and needs assessments to identify the necessary supportive services. Coordinates with local community providers for the provision of services and the participation in existing programs or services.
11. Develops case plans with tenants individually, as a family, or in other small groups and aids tenants in mobilizing their inner capabilities and external resources to improve social functioning.
12. Negotiates and coordinates agreements with local service providers and develops draft Memoranda of Agreement with providers for review by the Executive Director.
13. Promotes available programs and services to the intended participants. Tracks outreach and follows up with potential participants.
14. Monitors participation in programs and provides periodic reporting to superiors. Modifies plan, as needed, to maximize participation.
15. Provides support to program participants and identifies any barriers to participation. Continually updates needs assessment to determine the need for additional or alternative services.
16. Develops and maintains management reporting for assigned activities. Ensures the completion of reporting in a timely manner and assists with periodic grant reporting as directed.
17. Completes periodic grant reporting to the U. S. Department of HUD and ensures the timely submission of all required reporting.
18. Regularly coordinates with Executive Director regarding program participants.

19. Coordinates other available resident services in the local community. Establishes cooperative relationships with other community service providers and coordinates service delivery for participants.
20. Assists with the preparation of grant or funding requests to ensure the long-term viability of the programs administered.
21. Reviews Federal Regulations to ensure the authority's compliance and advises the Executive Director of any necessary changes to policies and procedures to conform to regulations.
22. Attends professional meetings and training sessions to ensure proficiency in the housing, construction, and renovation fields.

REQUIRED KNOWLEDGE AND ABILITIES

1. Good knowledge of pertinent HUD regulations and public housing management as well as knowledge of the structure, operations, policies, and procedures of a public housing agency.
2. Knowledge of Fair Housing, Equal Opportunity, and nondiscrimination laws and regulations.
3. Knowledge of tenancy and lease compliance and participation termination processes.
4. Knowledge of the vision, mission, and purposes of the authority as established by the Board of Commissioners and the Executive Director.
5. Knowledge of a wide variety of grants and other funding sources related to social services, resident services, or supportive services.
6. Knowledge of the authority's facilities, including location, structure, and layout including associated utilities.
7. Knowledge of requirements under specific funding sources, including planning, implementation, and reporting.
8. Ability to coordinate a wide variety of services and activities, maintain effective working relationships with other providers and promote activities.
9. Ability to present ideas and information in a clear and concise manner, both orally and in writing.
10. Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, professionals, residents, HUD, and local, state, and federal officials. Ability to communicate with people from a broad range of socio-economic backgrounds.

PERFORMANCE STANDARDS

Performance standards are provided to help facilitate the periodic evaluation of the degree to which the employee meets the requirements of the job. The performance standards below represent examples and are in no way all-inclusive. The authority reserves the right to add or change performance standards through a modification of the position description, a supplemental performance evaluation tool, or written or verbal communication between the employee and their supervisor or the PHA Executive Director. Achieving the performance standards in no way guarantees a change in compensation and does not supersede or affect the at-will relationship between the employer and employee. Examples of performance standards for this position include, but are not limited to, the following:

1. Assists with the preparation and submission of future grant applications in accordance with Notices of Funding Availability or other funding notices.
2. Ensures that program participation rates are maximized and promotes programs as needed.
3. Maintains documentation of plans and goals and ensures that periodic reporting is correctly submitted.
4. Maintains annual reporting in accordance with individual grant requirements.

MINIMUM EDUCATION, TRAINING, AND/OR EXPERIENCE

This position requires graduation from an accredited four-year college with a degree in social work, human services, or related field; a minimum of two years' experience managing social service, self sufficiency, or housing programs; or any equivalent combination of education, training, and experience that provides the required knowledge and abilities. Previous experience with HUD funding programs is preferred.

PHYSICAL REQUIREMENTS

This position is required to work in an office setting that is generally accessible to the mobility and sensory impaired. This position is also required to access facilities and units that may or may not be accessible to the mobility impaired. The incumbent must have the ability to utilize standard office equipment and access files and documents. The incumbent must have the ability to lift up to 20 pounds. Must be able to work while seated for extended periods of time.

SPECIAL REQUIREMENTS

1. Possession of a valid Idaho driver's license.
2. Must be bondable.