

ST. PETERSBURG HOUSING AUTHORITY

JOB DESCRIPTION

Position: **ROSS Coordinator (Grant Funded)**

Department: **Social Services**

Salary Range: **\$40,000.00 - \$46,000.00**

Classification: **Full-Time (Exempt)**

Report to: **Director of Community Engagement**

Effective: **Updated 10/31/2021**

Position Summary

The individual who holds this position will be responsible for planning and implementing the delivery of services to improve the quality of life of public housing residents living in Jordan Park, which is within the portfolio of the Housing Authority of the City of St. Petersburg (SPHA). The position is dedicated to the provision of educational, employment, and social service guidance and support, with the goal of fostering self-sufficiency. The individual in this position must have the ability to develop, implement, coordinate and monitor programs and activities designed to serve low-income families and individuals. They may provide informal counseling, information, and referral, plan educational programs, coordinate volunteer opportunities, link with outside service agencies and negotiate affordable services as needed. The service coordinator educates residents on available services and monitors provisions of services as prescribed by the Department of Housing and Urban Development (HUD). Candidates should demonstrate comprehensive knowledge of and active working relationships with community agencies that provide social services, as well as job and skill development, recreational, educational, legal, health and other services. Additional skills include demonstrated grant writing ability, strong interpersonal skills, strong written and verbal skills, the ability to make public presentations and the ability to develop public relations materials. In this context, the incumbent in this position will collaborate with others at all levels of the organization and with external stakeholders in the consideration of significant goals, concepts, initiatives, and other activities that profoundly affect SPHA, its employees and the people that it serves.

All activities must support SPHA's mission, vision and values.

The statements contained below reflect general details, as necessary, to describe the principal functions of the 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.

Essential Functions:

The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar, related tasks not listed here:

A. Monitors the delivery of services to residents to ensure they are appropriate, timely, and satisfactory.

1. Tracks the number of residents who received services; prepares grant reports for these activities to HUD in a timely manner. Submits on-time reports to HUD as required.
2. Provides limited indirect case management (i.e., evaluation of social, psychological,

and physical needs and the development of a service plan) for a resident when such service is not being provided by the general service community.

3. Educates residents on service availability both individually and as a group
4. Promote Cultural diversity and Cultural Diversity Resources in area
5. Reports all suspected abuse situations to the appropriate agency. Sets up and oversee volunteer support programs with service organizations in the community; keeps a record and report to various local organizations user number for grant purposes
6. Follows up on behalf of residents for adequate, timely and cost-effective provision of services in community
7. Works with tenants to overcome barriers to stay housed including, but not limited to lease and any program violations resulting in evictions
8. Meets with service providers as needed and appropriate
9. Publishes newsletters for program participants
10. Assists management in identifying residents who need assistance and create plan/follow up
11. Organizes and/or coordinates program workshops and social activities for residents
12. Have regular contact with clients including in person, by phone and in writing
13. Plan, implement, monitor and coordinate all case management activities for education, employment and supportive services. This will consist of developing and maintaining case plans and files, providing feedback relating to program activities, and updating case management activities into the Tracking at a Glance (TAAG) database
14. Download daily/weekly case management activities into the TAAG database for timely submissions regarding SPHA
15. All other duties as assigned.

B. Partners with residents to implement a resident advisory council and motivate residents and families to participate in neighborhood activities; Adhere to ROSS grant requirements.

1. Assists and advises residents and families of the services which may be necessary to maintain a self-reliant lifestyle
2. Collaborate with youth focused agencies to establish youth focused activities in resident communities
3. Connect individuals to internal as well as external volunteering opportunities in the community
4. Provide mediation services for resident disputes, as appropriate, and seek out assistance with existing community resources when needed
5. Provide service management function to individuals and families who have a range of needs, helping to connect them with the programs best equipped to serve their needs
6. Provide short-term, crisis counseling as needed and act as a referral agent for additional services (longer-term counseling would be handled by a qualified, outside agency)
7. Share resources with other ROSS/FSS Service Coordinators and staff on available community resources
8. Assists residents in building informal support networks among themselves and with family members

- C. Maintains professional, courteous, and respectful relationships with program residents, community housing organizations, federal Housing and Urban Development representatives, the public and SPHA staff.
 - 1. Encourages residents to be proactive in meeting their social, psychological, and physical needs
 - 2. Promote wellness activities for all residents
 - 3. Facilitates meeting of needs when necessary, but avoid the creation of unhealthy dependence
 - 4. Uses the least drastic intervention necessary to alleviate a problem situation
 - 5. May assist residents or coordinate training for residents in understanding lease and tenancy obligations
- D. Specifically, provide information and referral resources in the following areas and others as pertinent to the resident population and resident need:
 - 1. FSS (Family Self Sufficiency Program) – make referrals only
 - 2. Parenting, child-care programs, after school programs; family and youth counseling
 - 3. Job training/Education
 - 4. Legal aid
 - 5. Drug and alcohol abuse
 - 6. Elder-care services
 - 7. Government entitlement programs
- E. Coordinate referrals to and/or provide on-site supportive services for ROSS participants including but not limited to mental health, GED programs, employment workshops, financial education, substance abuse with appropriate community agencies.
- F. Pro-actively develop and promote self-reliance activities for families including but not limited to Financial Counseling, Homeownership and GED programs. Arrange for education sessions on such topics as tenant rights and responsibilities; elderly abuse; aging-in-place and maintaining independent living.
- G. Represent SPHA and at community events as requested by management.
- H. Works as a liaison for the Foster Youth to Independence Program and Relocation Activities (if any).
- I. Provides training and supports resident leadership and empowerment, assisting in the development, implementation, and maintenance of a Resident Council/Organization and/or Resident Advisory Board.
- J. Cross trains with Family Self-Sufficiency Coordinator to assist in case of absence.
- K. Attend any required training session(s) to increase in knowledge and to improve skills and abilities.

REQUIRED KNOWLEDGE & ABILITIES:

Required Knowledge:

- Must have general knowledge of operations and procedures of a Public Housing Agency.
- Must have proficient oral and written skills.
- Ability to operate modern office equipment including computers and applicable software applications and peripheral equipment.
- Ability to understand, act on and interpret policies, regulations and procedures as set forth by the Authority and HUD.
- Ability to establish and maintain effective working relationships with co-workers, consultants, residents, the general public, local social service agencies, landlords, HUD and local, state and federal officials.
- Ability to work in less than ideal conditions (e.g. noise, high traffic areas, etc.).
- Knowledge of challenges, needs and lifestyle issues of the physically, mentally, socially and economically disadvantaged.
- Knowledge of methods and techniques of conflict resolution.
- Knowledge of housing options, community resources and services for low-income families, elderly persons and persons with disabilities.

Ability to:

- Work an alternate work schedule including evenings and weekends;
- Flex the daily work schedule to respond to resident needs;
- Read, analyze and interpret complex rules and regulations that apply to federal housing programs;
- Communicate clearly and concisely, both orally and in writing.
- Communicate complex rules, regulations and plans in simple language to a wide variety of audiences;
- Evaluate the needs of residents and provide appropriate information as it relates to self sufficiency, homeownership, relocation, etc.;
- Work effectively with people from diverse social, economic and racial backgrounds;
- Work effectively with people from all age groups including families with children, the elderly and the disabled;

- Respond to and resolve difficult and sensitive resident inquiries, complaints and conflicts using effective interpersonal skills and conflict resolution techniques;
- Prepare clear and concise reports;
- Work as part of a multi-departmental team and assume the lead when appropriate;
- Establish and maintain effective working relationships with those contacted in the course of work including social workers, property managers, Housing Authority staff, the general public and residents;
- Read, analyze, and interpret general business periodicals, professional journals, technical procedures or governmental regulations;
- Effectively present information and respond to questions from groups of managers, clients, customers and the general public;
- Organize and coordinate work schedules and communicate tasks and strategies with others;
- Work independently and organize time effectively;
- Operate computer software including word processing, spreadsheets and database applications.

EDUCATION & EXPERIENCE GUIDELINES:

Minimum Qualifications and Requirements

Bachelor's degree in Social Work or a related field from an accredited college or university is preferred; or any equivalent combination of education, experience, and training which, in the sole discretion of SPHA, constitutes the required knowledge and abilities.

A minimum of three years of experience in housing or a related field.

License or Certificate

Possession of, or ability to obtain, an appropriate, valid Florida driver license within in 30 days.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

Environment:

Normal office setting with travel to other buildings, attendance of meetings and/or meetings with residents.

Physical:

1. Must be able to work, move, lift or carry objects (50 to 75 lbs.), including materials such as files, computer printouts, reports, calculator, and office supplies.
2. While performing the duties of this job, the employee is regularly required to stand, sit, walk, use hands to handle or feel, reach with hands and arms, talk and hear.
3. Work involves the normal risks and discomforts associated with an office environment and visits to outdoor developments, sites, dwellings or facilities, inspections of structures and confrontations with applicants and residents.

Vision:

Vision sufficient to read small print, computer screens and other printed documents.

SPECIAL REQUIREMENTS:

- Must possess a valid Florida driver license and be able to be covered by the SPHA insurance. Must be Bondable.
- If offered the position you must take and pass a drug test and criminal background check.

Accommodations:

Upon request, reasonable accommodations will be made to qualified individuals with disabilities.