

# TIOGA & BRADFORD COUNTIES HOUSING AUTHORITY

## **Resident Opportunities & Self-Sufficiency (ROSS) Resident Service Coordinator**

Job Description (3/2015)

### **MINIMUM REQUIREMENTS**

Bachelors Degree in Social Work or related field. Knowledge or background in subsidized housing and case management. Must be proficient with computers including Microsoft Office. Must be willing to travel and work independently. Must be of good moral character and able to perform the essential functions of the job. Successful completion of a pre-employment criminal history background check and drug screen.

### **PURPOSE**

The primary function of the Resident Service Coordinator (RSC) is to effectively assist resident family members that have requested support in enhancing the quality of their daily lives and in more fully and successfully participating in the education and economic mainstream. The position provides tenants with information about and supportive access to local services and resources that can assist the residents to achieve their life opportunities objectives. The RSC is an integral part of the housing and property team and plays a critical role in the overall positive maintenance of the property for the enjoyment of its residents and the respect of its neighbors. It is the responsibility of the RSC to ensure that the needs of the residents are balanced with the priorities and standards of Tioga/Bradford County Housing Authority.

### **WORK LOCATION:**

This position is based in the Central Office, located in Blossburg, Pennsylvania. Extensive travel in both Tioga and Bradford County is required.

### **SUPERVISION RECEIVED AND EXERCISED:**

- Operates with significant independence under the direct supervision and general direction of the Administrative Assistant
- Does not supervise others

### **ESSENTIAL JOB FUNCTIONS:** Duties include, but are not limited to the following:

- Welcome new residents (and establish contact with existing residents) and explain to them the Resident Services Program, its offerings, and the RSC role;
- Identify, assess, select, develop and maintain referral partnership relationship with local service resource agencies that effectively assist residents to achieve their life opportunities objectives;
- Provide supportive linkage between residents and referral agency staff when residents or agencies request assistance;
- Work with the property management team when a resident is identified as being in jeopardy of eviction an offer linkages and referral support to resident to positively and quickly rectify the situation; When requested, work with property management in mediating conflicts between tenants;

- Establish Resident Services Program targets; Consistently track and measure program target progress; Regularly report program outcomes to both internal and external stakeholders; Analyze and utilize outcome data as the basis for continuous program improvement;
- Identify and assess individual and family needs when appropriate; inform the resident of available resources and provide support in accessing services successfully;
- Help to facilitate tenant meetings and community-organizing and social activities if desired by residents;
- Develop supportive professional relationships with residents that help them enhance the quality of their lives, empower them and encourage them in taking the steps to achieve self-sufficiency;
- Maintain electronic files detailing your work and intervention strategies with tenants;
- Compile and complete statistical data for the approved logic model to be submitted annually to HUD;
- Oversee the Housing Authority's website; add/update information as needed and serve as a liaison between the agency and its contracted webmaster;
- Attend community outreach programs and facilitate events designed to increase public awareness;
- Submit stories detailing tenant events and activities to local newspapers;
- Maintain membership with the American Association of Service Coordinators; complete certification program and required annual training;
- Complete other housing and resident related assignments as directed by the supervisor