

HOUSING AUTHORITY OF SAVANNAH
1407 Wheaton Street
Savannah, GA 31404

CLOSING DATE: May 7, 2018

TITLE: ROSS Service Coordinator (Grant Funded)

SALARY: \$42,434

TO APPLY: SUBMIT APPLICATIONS TO: HUMAN RESOURCES OFFICE
1407 WHEATON STREET
SAVANNAH, GEORGIA 31404

ALL APPLICATIONS WILL RECEIVE CONSIDERATION WITHOUT REGARD TO AGE, COLOR, HANDICAP, NATIONAL ORIGIN, RACE, RELIGION OR GENDER

POSITION SUMMARY: To provide professional case management and service coordination program through frequent contact with Housing Authority of Savannah residents; coordinates counseling with partner agencies; maintains confidential documentation; designs, develops, implements, and facilitates recruitment, assessment, and services which leads to increased independence and an improved quality of life for those served. Maintains and prepares detailed case notes, HUD reports and budgets. Designs and coordinates activities based on participant need along with preparing and implementing a marketing program. Performance of duties requires tact, compassion and willingness to assist others. **This is a 3 year grant funded position.**

Essential Job Functions

1. Plans, develops, coordinates, and monitors the Resident Opportunities and Self Sufficiency program; Links participants to supportive services including include meals-on-wheels, transportation, home health, homemakers, financial assistance, counseling, preventative health screening, and other needed services.
2. Conducts outreach/orientation meetings for new program participants by explaining the program concept and distributing program information.
3. Completes intake and needs assessments on each enrolled participants.
4. Develops contracts of participation and a comprehensive case plan necessary to enable participants to age in place and improve overall quality of life.
5. Monitors case plans and contracts, evaluating the successful achievement of goals and objectives by each program participant.
6. Monitors participant progress on a monthly basis.
7. Conducts home visits as appropriate.

8. Assists elderly/disabled residents in completing insurance documents or benefit eligibility information.
9. Advises residents regarding food stamps, food, money management, sanitation, or housekeeping.
10. Provides information and refers individuals to public or private agencies or community services for assistance with care.
11. Assists families with life skills development. Facilitates access to counseling services.
12. Monitors all external and internal factors affecting families, including health care, transportation, and training.
13. Compiles and analyzes data concerning all residents served; prepares reports, correspondence, copies and files as required. Demonstrates compliance with laws and contracts by maintaining confidential files of this information.
14. Monitors and evaluates the delivery, impact and effectiveness of services.
15. Maintains case files for each program participant by updating case plan, contract, summary of contacts, etc.
16. Develops community contacts by maintaining regular communication and correspondence with area social service agencies both private and public; stays abreast of services offered by area social service agencies.
17. Reviews, interprets, and advises HAS administration on the ROSS policies and program progress.
18. Identifies areas for program improvement; compiles and submits reports showing progress of the ROSS program to the Housing Authority.
19. Assists with grant writing efforts as needed.
20. Collaborates with internal and external partners to host quarterly Program Coordinating Committee meetings.
21. Provides clerical and administrative support for the Program Coordinating Committee. Provides periodic updates on progress to the Program Coordinating Committee.
22. Provides technical support to resident associations/organizations.
23. Performs other related duties as required.

REQUIRED KNOWLEDGE AND ABILITIES:

1. Knowledge of the general operations and procedures of a Public Housing Agency (PHA).
2. Knowledge of the rules, regulations, and administrative procedures of the Housing Authority of Savannah.
3. Considerable knowledge of the federal and state laws and city ordinances governing housing, including health and fire regulations, landlord and resident relationships, leasing of property and eviction.
4. Knowledge of business English, spelling, and accounting functions.
5. Knowledge of modern office practices and procedures.
6. Knowledge and skill in the operation of modern office equipment including typewriters, copiers, personal computers, calculators, facsimile machines, etc.
7. Knowledge of computer operations, software, and hardware.

8. Knowledge of case management and providing social services.
9. Skill in maintaining effective communications and relationships with co-workers, outside agencies, and program participants.
10. Ability to understand and follow written and oral instructions.
11. Ability to prepare standard reports from records and data collected.
12. Ability to make routine decisions independently in accordance with laws, regulations, and Authority policies and procedures.
13. Ability to work with area social service agencies and program participants to design effective programs.
14. Ability to analyze and interpret data and maintain cases for program participants.
15. Ability to present ideas and information in a clear and concise manner, both orally and in writing.
16. Ability to verify documents and forms for accuracy and completeness.
17. Ability to understand and act upon policies, regulations, and procedures as set forth in HUD regulations.
18. Ability to meet and deal courteously and tactfully with the general public and present ideas and recommendations effectively.

PHYSICAL REQUIREMENTS:

Ability to physically operate various automated office machines to include computers, copiers, printers, facsimile machines, telephones, etc. Must be able to work, stoop, kneel, crawl, push, pull, move, or carry objects or materials such as files, computer printouts, reports, calculators, pencils, legal pads, etc. Ability to walk up and down multiple flights of stairs and from building to building in the assigned neighborhoods.

MINIMUM EDUCATION, TRAINING, AND/OR EXPERIENCE:

Graduation from an accredited college or university with major course work in social work, gerontology, sociology, or related field with 5-7 years of experience in social work, social service delivery to elderly/disabled populations, or related field; or any equivalent combination of education and training which provides the required knowledge and abilities. Knowledge of human service providers in the community, case management processes, documentation skills and data collection skills. Must possess excellent verbal and written communications skills, computer experience and be proficient with Microsoft applications. **Master's degree preferred.**

SPECIAL REQUIREMENTS:

1. Possession of a valid driver's license.
2. Able to be covered under the Housing Authority's fidelity bond.

