

SERVICE COORDINATOR

Job Description

DISTINGUISHING FEATURES OF THE CLASS:

The work involves responsibility for planning, developing, implementing and overseeing programs designed to increase the self-sufficiency of low-income families and thereby reduce their need for subsidized programs and services. The incumbent is also responsible for planning and coordinating a variety of programs and services for qualified residents of the Any Town Housing Authority Public Housing Department. The work is performed under general supervision of the Public Housing Manager or Resident Services Manager, with considerable latitude allowed for independent judgment and action in planning activities for and with individuals and groups. Supervision may be exercised over one or more subordinate employees.

TYPICAL WORK ACTIVITIES:

- Plans, directs, implements and directs ROSS program in accordance with guidance promulgated by the United States Department of Housing and Urban Development;
- Interviews and determines the eligibility of applicants for the ROSS Program;
- Assesses service needs of program participants, and through service coordination assists participants in accessing appropriate public or private community agencies to obtain specialized types of assistance;
- Contracts with community agencies for the provision of services for clients;
- Supervises and participates in the preparation and maintenance of program materials, reports and records such as psycho-social assessments, financial records, activity reports and medical records;
- Develops and directs ongoing action plan with Program Coordinating Committee;
- Reviews case records to update and monitor client needs;
- Serves on special boards and committees serving Any Town Housing Authority residents needs and represents Any Town Housing Authority Resident Services at workshops and training programs which require Any Town Housing Authority participation and/or sponsorship.

FULL PERFORMANCE, KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the characteristics, needs and interests of public housing residents; good knowledge of the principles, practices and techniques of program planning and evaluation; good knowledge of federal, state and local housing regulations as applied to Resident Services programs; good knowledge of accepted consultation and interviewing techniques; good knowledge of community agencies, facilities and services which can be utilized to aid residents; ability to plan, organize and direct activities and services; ability to communicate effectively, both orally and in writing; ability to establish comfortable and effective relationship with others; ability to secure the cooperation of others; ability to successfully work with and serve a diverse local community; initiative and resourcefulness; tact; courtesy; sensitivity to the needs of residents; physical condition commensurate with the demands of the position.

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MINIMUM QUALIFICATIONS:

- A. Graduation from an accredited college or university with a Bachelor's Degree in psychology, sociology, social services, human services, education or related field and one year of full-time paid experience in human services involving direct services to clientele; or
- B. Graduation from a accredited or two year college or university with an Associate's Degree in psychology, sociology, social services, human services, education or related field and two years of full-time experience working in human services involving direct services to clientele; or
- C. Graduation from high school or possession of a high school equivalency diploma and three years of full-time experience working in human services involving direct services to clientele; or
- D. An equivalent combination of training and experience as defined by the limits of (A), (B) or (C).