



*Resident Opportunities and
Self-Sufficiency Program (ROSS) Coordinator*

REPORTS TO: Executive Director
Operations Director

SUPERVISES: Resident Opportunities and Self-Sufficiency Program (ROSS) Coordinator

PURPOSE: The Harrison Metropolitan Housing Authority (HMHA) is seeking a highly qualified and motivated individual for the position of Resident Opportunities and Self-Sufficiency Program (ROSS) Coordinator. This position is responsible for managing all resident improvement programming of the ROSS program. The coordinator will be directly involved in the creation of new programming, fostering community partnerships, and project management regarding the ROSS program.

I. ESSENTIAL TASKS OF THE POSITION: *(The following are intended to be illustrative, not all inclusive:)*

1. Working with Residents:
 - Recruit new participants
 - Conduct needs assessments
 - Facilitate resident goal setting
 - Make referrals for services

2. Case Management and Coaching:
 - Work Collaboratively with residents to holistically meet their needs
 - Use a client-centered approach
 - Make referrals for services

3. Collaborating and Forming Partnerships:
 - Develop and maintain community partnerships
 - Cultivate service provider partnerships
 - Collaborate with site managers and maintenance director for unit services

4. Measuring Outcomes:
 - Track program activities
 - Monitor participant progress
 - Manage data and keep organized records

5. Program management and coordination
 - Develop staffing and administrative plans
 - Identify additional training
 - Work with HMHA leadership and staff
 - Oversee grant expenditures by monitoring budget expenditures

II. SECONDARY POSITION TASKS:

1. Performs duties as assigned by the Executive and Operations Director.
2. Working knowledge of the principles, theory, and methods of ROSS coordination.
3. Ability to establish and maintain effective working relationships with staff members, and regulatory agency administrators.
4. Works on, researches and completes special projects, as assigned.
5. Performs other duties, as assigned.
 - a. May perform duties of other employees in their absence.

III. POSITION REQUIREMENTS AND QUALIFICATIONS:

A. Education & Experience:

1. Bachelor's degree in Social Work, Psychology, Gerontology, or other social science, or a related field and/or a minimum of two years of relevant experience in coordinating services for low-income families, senior citizens, and/or people with disabilities;
2. Knowledge of local, state, and federal public benefits available to eligible low-income families, including youth, senior citizens, and/or people with disabilities.

B. Experience in related field:

1. Experience with legal liability issues relating to providing service coordination;
2. Experience providing case management and/or coaching to clients;
3. Demonstrated ability to work with multiple service providers to organize, strategize, and coordinate service deliver;
4. Experience in recruitment, enrollment, and retention strategies for clients and partners/service providers;
5. Experience in developing effective communication strategies to reach low-income youth, adults, senior citizens, and persons with disabilities; and
6. Knowledge of the aging process, elder services, and disability services.

C. Desired Attributes:

1. Visionary and strategic thinking with a focus on long-term goals.
2. Ability to adapt to a dynamic and evolving work environment.
3. Commitment to community service and affordable housing initiatives.
4. Demonstrated ethical conduct and integrity.

D. Knowledge, skills, abilities, licenses, and certifications:

The individual must possess the following knowledge, skills and abilities or be able to explain and demonstrate that he/she can perform the essential functions of the job, using some other combination of skills and abilities.

1. Business English, punctuation, arithmetic, and spelling; proven written and verbal communication; filing and recordkeeping; agency policies and procedures; housing occupancy policies intake, eligibility, and rent calculation.
2. Computer workstation operation and data entry; effective telephone skills; use of Microsoft Office or similar business software; general office skills; general customer service and working with the public; interpersonal skills; handling multiple tasks and organizing tasks for timely completion under minimal direction.
3. Learn and follow regulations; policies and procedures of the Housing Authority; maintain confidentiality of participants and landlords; work harmoniously with other employees; work with diverse ethnic and low-income families in a professional manner under constantly changing circumstances;

E. Physical Demands:

The demands described here 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 the essential functions.

1. While performing the duties of this position, the employee is regularly required to sit (including for prolonged periods at a computer screen), walk, stand, drive on surface streets, climb up and down stairs or ladders, bend, kneel, crouch, twist, squat, stoop, push, pull, smell, and reach with hands and arms.
2. Work requires grasping, fingering, feeling, repetitive hand movement, and fine coordination in operating tools, equipment, or controls, standard office equipment, a personal computer, and/or a motor vehicle.

3. The employee must frequently lift, carry, and/or move objects and/or materials weighing up to 50 pounds in the performance of daily job duties.
4. Vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly, or quickly, both in person and by telephone.
5. Hearing is required to perceive information at normal spoken word levels, to receive detailed information through oral communication, and/or to make fine distinctions in sound, both in person and by telephone.
6. Visual acuity is required with or without correction for close vision, distance vision, depth perception, color perception, night vision, peripheral vision, visual inspection involving small defects and/or small parts, use of measuring devices, assembly, or fabrication of parts at or within arm's length, operation of machines, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities.

F. Work Environment:

1. While performing the duties of this position, the employee generally works indoors in a typical office environment; some work will be performed outdoors in seasonal temperatures and various weather conditions where the employee may be subject to extreme cold, extreme heat, noise, vibration, hazards, fumes, dust, airborne particles, atmospheric conditions, and oils.
2. Noise level in the work area is typical of most office environments with telephones, personal interruptions, and background noises; noise level may be moderate to loud when in an outside work environment.
3. Employees may travel to other locations to perform sitework or attend meetings.
4. An employee in this position may be required to wear and maintain appropriate personal protective equipment such as, but not limited to, steel toed shoes, safety glasses, gloves, hearing protection devices, or other designated safety attire and equipment in designated areas of risk. Specific requirements will be determined and communicated by the employee's supervisor based on position assigned.

G. Work schedule:

This is a hourly position. Requires the ability to be available during non-traditional work hours; however, must be able to maintain established work hours and provide

a minimum of 32 hours weekly.

H. Equipment Used:

Must be proficient in Microsoft Office, and operating office equipment within the function of the position.

IV. APTITUDE REQUIREMENTS:

A. Cognitive:

1. Analytical:

- a. Ability to apply principles of logical thinking and to define problems.
- b. Ability to collect data, establish facts and draw valid conclusions.
- c. Ability to solve practical problems and deal with a variety of concrete variables.
- d. Ability to interpret a variety of instructions furnished in written, verbal or schedule form.

2. Communication:

- a. Ability to draft work related reports, documents and correspondence with proper format, punctuation, spelling, and grammar.
- b. Ability to log in data and draft data summaries.
- c. Ability to record and deliver information.
- d. Ability to answer inquiries from others including residents/public.
- e. Ability to converse with disgruntled residents and the general public.
- f. Ability to record and deliver automated information and explain complex procedures.

3. Mathematical:

- a. Ability to deal with system of real numbers.
- b. Ability to use practical application of fractions, percentages, and proportions.
- c. Ability to compile, compute and present basic mathematical information within a framework of an automated informational system.

4. Administrative detail:

- a. Ability to complete forms; record and locate data accurately.
- b. Ability to pay close attention to detail and accurately distinguish data.

B. Manual:

1. Motor coordination:

- a. Ability to accurately reach, feel or handle equipment used in daily routine.

- 2. Finger dexterity:
 - a. Ability to pick, pinch or otherwise work with fingers to operate above equipment.
 - 3. Manual dexterity:
 - a. Ability to seize, hold, grasp, turn or otherwise work with hands to operate above equipment.
- C. Visual:
- 1. Near vision:
 - a. Clarity of vision at 20 inches or less.
 - 2. Mid-range vision:
 - a. Clarity of vision at distance of more than 20 inches and less than 20 feet.
 - 3. Far-range vision:
 - a. Clarity of vision at distance of more than 20 feet.

The above statements are intended to describe the general nature and level of work being performed by the employee assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities and duties of personnel so classified.

NOTE: The requirements for this position are indicative of the physical and mental capacities needed to satisfactorily perform the duties for the position. Reasonable accommodations, as required by the Americans With Disabilities Act will be granted wherever possible.

I acknowledge receipt, review, and understand the requirements of this job description:

Employee's Signature: _____ Date: _____