



Position Description

Position Title:	Resident Opportunity and Self-Sufficiency (ROSS) Coordinator	Department:	Resident Services
Reports to:	Vice President of Resident Services	Employment Status:	Full-Time
FLSA Status:	Non-Exempt	Date Created:	February 2020

Summary

The primary purpose of this position is to plan, coordinate, and organize a variety of programs related to resident/tenant self-sufficiency. The incumbent assists tenants in becoming self-sufficient and economically independent, by engaging with and counseling tenants to determine the community's needs and providing useful resources and services. In addition, the incumbent is responsible for maintaining positive working relationships with local social service and provider organizations. This position is subject to grant funding.

All activities must support Columbia Housing's ("CH") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Develops, implements, and organizes programs for the Resident Opportunities for Self Sufficiency (ROSS) family and homeownership grants.
- Interviews tenants (in person, via telephone, or through home visits) regarding personal and family adjustments, finances, employment, food, clothing, and housing needs, and physical and mental impairments to determine nature and degree of problem.
- Secures and evaluates information concerning medical, psychological, and social factors to address barriers to tenants obtaining economic self-sufficiency.
- Develops case plans with tenants individually, as a family, or in other small groups, and aids tenants in mobilizing their inner capabilities and external resources to improve social functioning.
- Ensures the accuracy and consistency of data entry and case notes, regarding new and existing clients; updates information for various grants, as required by program; reports any issues or inconsistencies and offers feedback to the Vice President of Resident Services as needed
- Assists participants to determine the level of financial literacy and steps needed to move each participant to become self-sufficient; determines family's eligibility for homeownership counseling, housing resources, and future homeownership opportunities.
- Provides outreach to residents with or without children, and schedules in-home meetings designed to educate residents with children about the importance of early childhood learning and development; makes referrals as appropriate based on resident needs.
- Assists residents in modifying their attitudes and patterns of behavior by increasing their understanding of self and personal problems.
- Networks and forms relationships with other housing professionals and service providers in order to keep abreast of services and assistance available to residents; ensures that others within CH are made aware of services and assistance options available to residents.
- Refers residents to appropriate supportive services, community agencies, and resources; supports and encourages residents' efforts in becoming self-sufficient.



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- Partners with local community groups, community service organizations, and businesses to coordinate events and programs for the residents.
- Assists with networking and educational meetings/workshops and the development of resident councils when appropriate.
- Assists with coordination of onsite events for residents as appropriate, including workshops or trainings.
- Reviews service plans and performs follow-up to determine quantity and quality of service provided to residents and status of their case.
- Compiles case notes and tracks participation and referrals. Obtains and records resident and community resource information.
- Prepares correspondence, technical and status reports, etc. to keep management informed of the progress of family services.
- Communicates problems to respective Community Managers to modify service offerings or address global issues.
- Serves as advisor and liaison to Resident Councils and attends resident council meetings as assigned.
- Performs other related duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of CH. Uses appropriate judgment & decision making in accordance with level of responsibility.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.



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Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Job Competencies

- Knowledge of HUD, federal, state, and local laws and regulations, as well as CH policies and procedures related to the position.
- Knowledge of case management processes including intake, assessment, and referral. Skills in maintaining accurate, thorough, and confidential case records in compliance with applicable programs.
- Knowledge of the community, its resources and dynamics applicable to the delivery of CH programs in assigned areas of responsibility.
- Knowledge of the typical problems and needs of the CH resident population.
- Considerable knowledge of social work and resources available through community service agencies.
- Skill in composing accurate and timely programmatic reports in compliance with related regulations.
- Skill in customer service and resident relations.
- Ability to represent CH effectively in making presentations and conducting meetings with clients and community/public organizations.
- Ability to understand and follow moderately complex written and oral instructions and to communicate and relate to persons of diverse backgrounds, ages, and abilities.
- Ability to perform duties with a high degree of judgment, discretion, and confidentiality.
- Demonstrated skill in providing instruction on the HUD and CH program requirements to potential participants.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, community partners, and local, state, and federal officials; Ability to communicate with people from a broad range of socio-economic backgrounds.

Education and/or Experience

Bachelor's Degree in Social Services, Public Administration, or related field and a minimum of three (3) years of experience in public housing or social services. An equivalent combination of education and experience may be considered.

The incumbent must obtain a valid Commercial's Driver's License (CDL) within six (6) months of employment and the ability to be insurable under the CH's automobile insurance plan at the standard rate.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.



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Physical Demands

The physical 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.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment and CH properties. CH properties may cause the employee to experience a range in temperatures and other weather conditions, loud noise levels, and an environment that is more hazardous than a standard office environment. This position may be required to work with contractors as well as CH residents. The position requires the availability to work outside of the established CH working hours.

This position is considered "safety sensitive" and is subject to random testing.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]