



# Housing Authority of the City of Columbia, Missouri

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201 Switzler Street, Columbia MO 65203

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## **ROSS SERVICE COORDINATOR**

**Reports to:** Director of Resident Services

**Pay Range:** E: \$20-\$28.00 hour (\$41,600-\$58,240 yr) Plus Excellent Benefits Package

**Start Date:** Immediately

### **Summary of Position:**

This position's primary responsibility for linking public housing residents with supportive health and human services provided by public agencies or private practitioners within the general community. A major thrust of this position is creating local intervention teams through partnerships with community organizations and agencies designed to assist residents in maintaining their housing and gaining employment.

All CHA Staff are responsible for supporting a "one agency" perspective while acting as advocates for their work units. The Resident Services Coordinator supports the organization as a whole by:

- Implementing organization-wide goals and cross-department projects and objectives;
- Offering input and feedback to long range, strategic and budget planning processes;
- Maintaining both a department and an organization-wide perspective when considering information, issues and challenges;
- Modeling the agency's service orientation with all public, elected or funding agency representatives; and
- Conducting business through cross-department participation and review, two-way communication, and accountability.

### **Major Duties and Responsibilities:**

The Resident Service Coordinator will perform major duties which help reduce barriers to employment and job training for residents in order to increase the number of residents who access employment readiness, skills training, financial management, and asset building programs and ultimately, to increase the number of residents who are employed.

The Resident Service Coordinator will:

- Establish and coordinate a Local Program Committee with local service providers to ensure that residents connect with supportive services needed to achieve self-sufficiency.
- Act as a liaison between the residents and local service providers.
- Market and refer residents to CHA programs.
- Provide general case management, which includes intake, assessment, education, and referral of residents to service providers in the community.

- Coordinate and oversee the delivery of services, ensuring services are provided on a regular, ongoing, and satisfactory basis.
- Coordinate and sponsor educational events, which may include subjects relating to health care, job search, life-skills training, etc.
- Assist with the creation of a resident group to promote self-sufficiency efforts and/or encourage residents to build informal support networks with other residents, family, and friends.
- Facilitate the formation of Self-Help Groups with residents and faith-based and/or other community-based groups if a particular need is evident.
- Monitor the ongoing provision of services including supportive services from community agencies and keep the case management and provider agency current with progress of the resident.
- Track and report the progress of activities.
- Evaluate the overall success of activities.
- Assist CHA housing residents in maintaining their housing and welfare during times of personal or family crisis or at other appropriate times.
- Coordinate crisis intervention services for residents and provide for the coordination of community resources and community intervention teams.
- Perform other duties as required by grants or as assigned by the Director of Resident Services.
- Develop annual goals and work plans.

**Required Knowledge, Skills, and Abilities:**

- Employee must exercise tact, confidentiality, and judgment in working with residents and in effecting solutions to complex personal and family problems.
- Must be able to manage multiple projects in a timely and effective manner.
- Must be able to implement, without supervision, continuing assignments requiring the organization of material, the preparation of reports, and execute independent decision making within the guidelines of policies and procedures.
- Must be able to establish and maintain effective working relationships with superiors, associates, administrators and the general public, as well as the ability to work with a diverse population, including but not limited to families, the elderly and persons with disabilities.
- Must be able to express oneself effectively both orally and in writing and to prepare clear, concise, comprehensive reports and effective and accurate correspondence.
- Must be able to gain the cooperation of community groups, agencies and other governmental agencies.
- Must possess knowledge of social services in the community to serve as a referral resource for CHA residents.
- Must be able to utilize computer hardware and software necessary to meet the general responsibilities of the position.
- Must be able and desire to work in a team atmosphere.

- Must possess knowledge of social work, counseling and problem solving techniques.

**Education and Experience:**

- Bachelor's Degree in social work, education, counseling, psychology, or related field; experience working with a diverse population, families, the elderly and persons with disabilities.
- Minimum two years' social work experience with social service agencies working with diverse populations, families, the elderly and persons with disabilities.
- Working knowledge of computers and software systems.
- Experience in service coordination and leading crisis intervention teams.
- Experience in the coordination of community and volunteer services.
- Group facilitation and community-building skills.

**Special Requirements:**

- Must be bondable and insurable.
- Must have a valid Missouri driver license, prefer Class E or higher.
- Must be willing to travel overnight for training or attendance at conferences/workshops as requested by the Director of Resident Services and/or Chief Executive Officer.
- Must be able to work evenings and weekends as required.
- Must be able to obtain and maintain a bank account.
- Must be able to pass a pre-employment drug screen
- Must be able to pass a pre-employment background check

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Employee Signature

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Date