

SERVICE COORDINATOR

DEFINITION

Under general supervision, works with public housing staff to establish supportive service programs linking services providers with residents; monitors the ongoing provision of services to ensure that senior and disabled residents have access to the services they need to live independently; works closely with outside agencies and social services personnel to provide support services; and performs related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Property Manager..

CLASS CHARACTERISTICS

This is a single position journey level class responsible for assuring that elderly and disabled residents are linked to needed support services. The incumbent provides referral and resources for residents to physical and mental health-related services, medication maintenance, social services, in-home support, personal care, legal assistance, drug and/or alcohol intervention, HIV/AIDS support, nutrition services and residential modification services. Primary goals include assisting elderly/disabled to increase their ability to live independently and to create a wholesome, problem-solving, proactive environment in the senior/disabled complexes.

EXAMPLES OF DUTIES (Illustrative Only)

- Refers the residents of Public Housing to service providers in the general community and performs case management support when necessary.
- Establishes linkage with agencies and service providers in the community; works constructively with intervention teams from various community social services agencies.
- Assists program management in the set up of volunteer programs with service organizations; works with volunteers in training, direction and coordination.
- Monitors the ongoing provision of services from community agencies and keeps the case manager/provider agency current with the progress of the individual.
- Helps residents build support networks with other residents, family and friends.
- Develops community-building and educational activities to promote a sense of community among residents.
- Identifies and assesses the service needs of public housing residents and assists with reasonable accommodation requests.
- Examines the needs and aggressively brings in on-site services where indicated; intervenes and manages client crises working closely with intervention teams.
- Assists tenants to increase their ability to live independently by linking them to available support services.
- Provides educational forums and workshops for tenant councils and residents and participates in problem solving for clients.
- Works with property management staff to stabilize residents living situations and advocates for residents with property management staff to prevent evictions.
- Perform other related work as assigned.

QUALIFICATIONS

Knowledge of:

- Available community resources including social services, mental health services and assistance agencies.
- Interviewing and counseling techniques; case management; proper record keeping and report writing methods and techniques; procedures, activities, and operations of programs.
- Principles and techniques of public social service programs; Federal, State, and local laws, rules, policies and regulations governing public assistance programs.
- Socio-economic conditions and trends; current issues in the field of social services and eldercare.
- Principles of counseling, motivation casework and case management; interviewing, case management record keeping and problem-solving methodology.
- Intervention teams structures that may include multiple community social services agencies; community screening committees, and effectively use appropriate resources and services.

Skill in:

- The ability to learn appropriate program regulations, policies and procedures.
- Interviewing clients and assessing needs in an effective and tactful manner.
- Understanding and carrying out work in an independent manner and interpreting and applying complex ordinances, codes, laws, regulations and procedures.
- Analyzing situations and adopting effective courses of action when applying existing Housing Authority rules, regulations, and policies.
- Interviewing and maintaining effective working relations with, and fostering a supportive environment for, participants.
- Acquiring and applying program specific technical knowledge and knowledge of community resources for the elderly and disabled.
- Analyzing and evaluating individual situations, making independent and sound decisions and taking appropriate action.
- Planning, organizing and conducting group meetings, individual and group orientations and representing the Housing Authority at community agencies and groups.
- Analyzing situations and taking appropriate action within established guidelines and in an independent manner.
- Establishing and accurately maintaining a variety of record keeping/filing systems and compiling data for report preparation.
- Operating standard office equipment, including job-related computer hardware and software applications, facsimile equipment and multi-line telephones.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Education/Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent of a four-year degree from an accredited college or university in sociology, public administration, gerontology or a closely-related field and two years of professional social services experience including one year working closely with clients providing direct services.

License:

Must possess and maintain a valid California class C driver's license and satisfactory driving record.

Physical Demands:

While performing the duties of this job the employee is frequently required to sit for extended periods of time, talk and hear within standard ranges. The employee is required to walk, use hands to finger, handle, or feel objects, tools, or computer controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. Work is performed in a normal office setting with moderate noise levels and includes home visits requiring local travel between sites.