



EMPLOYMENT OPPORTUYNITY

ROSS (HUD) COORDINATOR

STARTING SALARY RANGE: \$1,232.38 to \$1,577.82 (biweekly)

EMPLOYMENT STATUS: Full-Time Salaried – this is a grant funded position

RESPONSIBILITES: The ROSS Coordinator reports directly to the SVP of Housing and is a service manager to all Public Housing Site(s) residents and their families. They may provide informal counseling, information, and referral, plan educational programs, coordinate volunteer opportunities, link with outside service agencies and negotiate affordable services as needed. The service coordinator educates residents on available services and monitors provisions of services as prescribed by HUD.

A. Monitors the delivery of services to residents to ensure they are appropriate, timely, and satisfactory.

- Tracks the number of residents who received services; prepares grant reports for these activities to HUD in a timely manner
- Provides limited indirect case management (i.e., evaluation of social, psychological, and physical needs and the development of a service plan) for a resident when such service is not being provided by the general service community
- Educates residents on service availability both individually and as a group
- Promote Cultural diversity and Cultural Diversity Resources in area
- Reports all suspected abuse situations to the appropriate agency. Sets up and oversee volunteer support programs with service organizations in the community; keeps a record and report to various local organizations user number for grant purposes
- Follows up on behalf of residents for adequate, timely and cost-effective provision of services in community
- Works with tenants to overcome barriers to stay housed including, but not limited to lease and any program violations resulting in evictions
- Meets with service providers as needed and appropriate
- Publishes newsletters for program participants
- Assists management in identifying residents who need assistance and create plan/follow up
- Organizes and/or coordinates program workshops and social activities for residents

B. Partners with residents to implement a resident advisory council and motivate residents and families to participate in neighborhood activities; Adhere to ROSS grant requirements.

- Assists and advises residents and families of the services which may be necessary to maintain a self-reliant lifestyle
- Collaborate with youth focused agencies to establish youth focused activities in resident communities
- Connect individuals to internal as well as external volunteering opportunities in the community
- Provide mediation services for resident disputes, as appropriate, and seek out assistance with existing community resources when needed
- Provide service management function to individuals and families who have a range of needs, helping to connect them with the programs best equipped to serve their needs
- Provide short-term, crisis counseling as needed and act as a referral agent for additional services (longer-term counseling would be handled by a qualified, outside agency)
- Share resources with other ROSS/FSS Service Coordinators and staff on available community resources



- Assists residents in building informal support networks among themselves and with family members

C. Maintains professional, courteous, and respectful relationships with program residents, community housing organizations, federal Housing and Urban Development representatives, the public and LHA staff.

- Encourages residents to be proactive in meeting their social, psychological, and physical needs
- Promote wellness activities for all residents
- Facilitates meeting of needs when necessary, but avoid the creation of unhealthy dependence
- Uses the least drastic intervention necessary to alleviate a problem situation
- May assist residents or coordinate training for residents in understanding lease and tenancy obligations

D. Specifically, provide information and referral resources in the following areas and others as pertinent to the resident population and resident need:

- FSS (Family Self Sufficiency Program)
- Parenting, child-care programs, after school programs; family and youth counseling
- Job training/Education
- Legal aid
- Drug and alcohol abuse
- Elder-care services
- Government entitlement programs

E. Represent LHA and at community events as requested by management

I. Works as a liaison for the FUP Program and Relocation Activities if any (family unification program) and LHA agency.

J. Cross trains with Family Self-Sufficiency Coordinator to assist in case of absence.

QUALIFICATIONS: Bachelor's degree in in human services or related field; three years' experience in housing assistance programs or related field; or a combination of education and work experience to perform job duties as described.

- Bachelor's degree in social work preferred
- Three years minimum experience in housing or related field
- Possess a valid driver's license and proof of automobile insurance coverage
- Must pass criminal background investigation and driving record review
- Be able to work independently, have good organizational skills, possess strong written and verbal communication skill

If interested, please submit letter of interest, application, and current resume to
jobs@lakelandhousing.org