



BESSEMER HOUSING AUTHORITY

Position Description – ROSS Service Coordinator

January 6, 2025 thru January 24, 2025

Position Title: ROSS Service Coordinator	FLSA Status: Exempt
Reports To: Director of Resident Services	Department/Level: Resident Services
Salary Grade: G-23 (Per three-year Grant Fund)	Last Updated: January 2, 2025

POSITION OVERVIEW

The Resident Opportunity and Support Services (ROSS) Coordinator reports to the Resident Services Manager and is responsible for the the coordination of services and activities under the Authority's Resident Opportunity and Supportive Services (ROSS) grant including both elderly and family supportive services defined in the grant plan as well as the planning and implementation of programs and initiatives. Work assignments are received in the form of broad objectives and performance expectations with minimal direction in day-to-day operations. This position is only for the duration of the ROSS Grant.

DUTIES AND RESPONSIBILITIES

The information included reflects general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload. The functions listed are also examples of duties that may be required and in no way imply a contractual agreement between the employer and employee or affect the at-will relationship between the parties.

1. Develop a comprehensive network of education, training, health, economic development, and other supportive services for youth and adults.
2. Create and maintain a directory of available service resources.
3. Have regular contact with clients including in-person, by phone, and in writing. Maintain a minimum case load of 50 participants (This is a requirement in the ROSS grant).

4. Develop, implement, and report of participant case plans. Input participant case information and track outcomes using a designated software program.
5. Complete paperwork, monthly reports, and case notes accurately and on a timely basis.
6. Perform related duties as assigned by supervisory personnel. The above duties intended to describe the general content and requirements for the performance of this job.
7. Responsible for connecting residents to Family Life Services.
8. Responsible for providing counseling and coordination of participants of the ROSS Program in accordance with the requirements of applicable grants and funds.
9. Promotes the ROSS Program by highlighting benefits to prospective participants.
10. Conducts initial evaluation interviews and needs assessments to identify the necessary supportive services. Coordinates with local community providers for the provision of services and the participation in existing programs or services.
11. Negotiates and coordinates agreements with local service providers and develops draft Memoranda of Agreement with providers for review by the Resident Services Manager and Executive Director.
12. Promotes available programs and services to the intended participants. Tracks outreach and follows up with potential participants.
13. Monitor participation in programs and provides periodic reporting to superiors. Modifies plan, as needed, to maximize participation.
14. Provides support to program participants and identifies any barriers to participation. Continually updates needs assessment to determine the need for additional or alternative services.
15. Develops and maintains management reporting for assigned activities. Ensures the completion of reporting in a timely manner and assists with periodic grant reporting as directed.
16. Completes periodic grant reporting to the U. S. Department of HUD and ensures the timely submission of all required reporting.
17. Regularly coordinates with Resident Services Manager regarding program participants.
18. Coordinates other available resident services in the local community. Establishes cooperative relationships with other community service providers and coordinates service delivery for participants.
19. Assists with the preparation of grant or funding requests to ensure the long-term viability of the programs administered.

20. Reviews Federal Regulations to ensure the Authority's compliance and advises the Resident Services Manager of any necessary changes to policies and procedures to conform to regulations.
21. Attends professional meetings and training sessions to ensure proficiency in the housing, construction, and renovation fields.

REQUIRED KNOWLEDGE AND ABILITIES

1. Knowledge of the structure, operations, policies, and procedures of a Public Housing Agency.
2. Knowledge of the vision, mission, and purposes of the Authority as established by the Board of Commissioners and the Executive Director.
3. Knowledge of a wide variety of grants and other funding sources related to social services, resident services, or supportive services.
4. Knowledge of the Authority's facilities, including location, structure, and layout including associated utilities.
5. Knowledge of requirements under specific funding sources, including planning, implementation, and reporting.
6. Ability to coordinate a wide variety of services and activities, maintain effective working relationships with other providers and promote activities.
7. Ability to present ideas and information in a clear and concise manner, both orally and in writing.
8. Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, professionals, residents, HUD, and local, state, and federal officials.
9. Ability to communicate with people from a broad range of socio-economic backgrounds.

PERFORMANCE STANDARDS

Performance standards are provided to help facilitate the periodic evaluation of the degree to which the employee meets the requirements of the job. The performance standards below represent examples and are in no way all-inclusive. The Authority reserves the right to add or change performance standards through a modification of the position description, a supplemental performance evaluation tool, or written or verbal communication between the employee and their supervisor or the PHA Executive Director. Achieving the performance standards in no way guarantees a change in compensation and does not supersede or affect the at-will relationship between the employer and employee. Examples of performance standards for this position include, but are not limited to, the following:

1. Assists with the preparation and submission future grant applications in accordance with Notices of Funding Availability or other funding notices.
2. Ensures that program participation rates are maximized and promotes programs as needed.

3. Maintains documentation of plans and goals and ensures that periodic reporting is correctly submitted.
4. Maintains annual reporting and reporting in accordance with individual grant requirements.

MINIMUM EDUCATION, TRAINING, AND/OR EXPERIENCE

- Bachelor's degree in social work, human services, psychology, or equivalent with a minimum of two years of experience managing social service or self-sufficiency programs.
- Possession of a valid Alabama driver's license. Must maintain valid license throughout employment.
- Bond eligible
- Must be able to work occasional nights, weekends and holidays. Must be able to travel with occasional overnight stays.
- Previous experience with HUD funding programs is preferred.

PHYSICAL REQUIREMENTS

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 will be made to enable individuals with disabilities to perform the essential functions of this job. Job is primarily sedentary involving sitting for long periods of time but may involve walking or standing for brief periods while presenting information to groups. May involve occasional light lifting of items or objects weighing up to 25 lbs.

Competencies

Leadership and Management, Communication and Comprehension, Adaptability and Flexibility, Commitment to Excellence, Problem Solving, and Collaborative Learning.