

POSITION TITLE: ROSS Elder Coordinator

DEPARTMENT: Family & Resident Services

SALARY: \$41,000/year

POSITION SUMMARY:

The ROSS Elder Coordinator (Resident Opportunity and Self Sufficiency) assesses the supportive service needs of eligible, elderly/disabled residents, helping to improve quality of life, and enabling residents to age-in-place. The ROSS Elder Coordinator is responsible for developing and implementing programs and services for residents; connecting residents with needed resources, working with existing partners, and establishing new partnerships to leverage additional resources and opportunities for residents. Position provides direct services to residents including social events, access to life skills classes, as well as educational and computer workshops.

ESSENTIAL FUNCTIONS:

1. Conducts outreach to residents in order to effectively inform them of the program and available services;
2. Recruits and enrolls program participants;
3. Works with program participants to develop individual service plans, identifying needs and defining clear and measurable goals;
4. Coordinates referrals to and/or provides onsite support services for participants, including assisting participants in completing necessary applications and enrollment forms;
5. Meets with clients in person, by phone, and in writing, regularly;
6. Develops and maintains a comprehensive network of educational, financial, mental health, substance abuse, and other supportive services for elder participants by building relationships with service providers;
7. Creates and maintains a directory of available service resources;
8. Arranges education sessions on topics such as tenant rights and responsibilities; elder abuse; aging-in-place, and maintaining independent living;
9. Acts as a liaison between participants and providers;
10. Monitors progress of program participants and re-evaluates services for adequacy;
11. Assesses participants and maintains electronic records for each program participant within the WHA electronic record database, documenting and submitting case notes accurately and timely;
12. Meets objectives specified in the ROSS Grant, or as requested by the WHA, as well as the grant-specific-year HUD Logic Model service goals.

OTHER RESPONSIBILITIES:

1. Performs similar job-related duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. Bachelor's degree in social work or related field;
2. Two years' experience in social work, case management and/or serving low-income persons;
3. Knowledge of social services and agencies focusing on assistance to low-income/at-risk elders;
4. Ability to work effectively and professionally with diverse populations;



5. Understanding of the issue of poverty and its causes;
6. Proven ability to establish goals and achieve measurable outcomes with clients;
7. Ability to read, write, speak, and understand English well; bilingual (English/Spanish) preferred;
8. Strong interpersonal and organizational skills; ability to work independently;
9. Adept at using Microsoft Office Suite (Word, Excel, and Power Point) and computer software programs;
10. Possession of a valid, insurable driver's license and the ability to be relied upon to be available for work.