

POSITION TITLE: ROSS Elder Coordinator

DEPARTMENT: Family & Resident Services

STATUS: Non-exempt

SALARY: \$50,000, annually

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 a social service position 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 elder/disabled residents to thrive. The position provides direct services to residents including coordination of social events, life skills classes, as well as educational and computer workshops.

This is a full-time, fully benefited, onsite (not remote) position located in Worcester, MA. The position requires frequent driving to various WHA properties to meet with residents, so a valid, insurable driver's license and reliable transportation are required. Bilingual (English/Spanish) candidates are strongly preferred.

ESSENTIAL FUNCTIONS:

1. Conducts outreach to residents to 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 and monitors progress of program participants.
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 community 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. Collects and tracks metrics and data related to program and reports on that data as requested, reviewing for adequacy and effectiveness.
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. Minimum of two years' experience in social work, case management and/or social service of 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 candidates (English/Spanish) preferred.
8. Strong interpersonal and organizational skills; ability to work independently.
9. Adept at using Microsoft Office 365 (Word, Excel, Outlook, Teams) and quick to learn other computer software programs.
10. Possess a valid, insurable driver's license and reliable transportation.
11. Ability to be relied upon to be available for work.