

**Worcester Housing Authority
630 Plantation Street
Worcester, MA 01605**

POSITION TITLE: ROSS Elder Coordinator

DEPARTMENT: Family & Resident Services

STATUS: Non-exempt

SALARY: \$50,000, annually

ABOUT THE WHA:

At the Worcester Housing Authority (WHA), our mission is to enhance the Worcester community by creating and sustaining decent, safe, and affordable housing that champions stability and self-sufficiency for our residents. As the second largest housing authority in New England, widely recognized for our innovative and progressive programs, we're not just providing housing – we're building futures. We're looking for candidates who are mission-focused, goal-driven, and passionate.

The WHA is committed to developing and supporting a diverse, equitable, and inclusive community both inside and outside of the workplace. Representation is important; our clients come from all walks of life and, not unintentionally, so do our staff. We hire great people from a wide variety of backgrounds, not just because it's the right thing to do, but because it makes our agency stronger.

ABOUT THE POSITION:

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. Hours of work are Monday through Friday, 8:00 a.m. – 4:30 p.m. located in Worcester, MA. Driving to various sites is required, so the position requires a valid, insurable driver's license and reliable transportation. Physical ability to perform the essential functions of the position is required, with or without accommodation. 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, and monitors progress of program participants.
6. Develops and maintains a comprehensive network of community resources and 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 human services, or case management of low-income persons.
3. Knowledge of local social service 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, including thinking outside of the box to propose creative solutions to resolve and remove client barriers.
7. Ability to use good, independent judgment, to stay organized, and to measure and analyze results.
8. Ability to read, write, speak, and understand English well; bilingual (English/Spanish) preferred.
9. Strong interpersonal and organizational skills; ability to work independently.
10. Adept at using Microsoft Office 365 (Word, Excel, Outlook, Teams) and ability to quickly learn other computer software programs.
11. Possess a valid, insurable driver's license and reliable transportation.
12. Ability to be relied upon to be available for work.

PHYSICAL REQUIREMENTS:

1. Ability to spend prolonged periods sitting at a desk and working on a computer.
2. Ability to spend frequent periods standing and walking, climbing stairs, as well as balancing, stopping, kneeling, crouching, and/or crawling.
3. Ability to occasionally lift, push, or pull up to 20 pounds.
4. Ability to bend, handle materials, tools, or equipment, and reach with hands and/or arms.
5. Ability to work in a public housing environment (within occupied and unoccupied units, common spaces, boiler rooms, elevators, other closed areas of properties) in all weather conditions. May encounter undesirable pests.
6. Ability to occasionally work in an environment with conditions such as sleet, snow, dust, and dirt, as well as cramped quarters and high places.
7. Ability to work in environment with conditions, which may include fumes, odors, gasses, chemicals, dust, grass, weeds, and pollen as well as noise in the range of 30 – 65 decibels.
8. Work may be performed with or without reasonable accommodation to a known disability.