

# **Resident Opportunity Self-Sufficiency (ROSS) Service Coordinator (SC) Job Description**

**Department: Resident Services**

**Date: 4-13-2023**

**Reports to: Resident Initiative Coordinator**

The ROSS-SC is responsible for planning, developing and delivering a broad range of case management and referral service for the Anniston Housing Authority residents living in Constantine Homes, Tinsley Manor, Norwood Homes and Fairview Terrace housing communities by having a minimum of 50 caseloads for the next three years of the HUD grant ROSS program.

## **Job Summary:**

1. The ROSS-SC job is to recruit 50 to 99 families living in Constantine Homes, Tinsley Manor, Norwood Homes and Fairview Terrace and connect the participants to agencies that could come lead them to the state of self sufficiency using these 4 pillars:
  - a. Economic Empowerment
  - b. Education Advancement
  - c. Health and Wellness
  - d. Character and Leadership
2. The ROSS-SC must build a relationship with program participants and develop an understanding of their personal strengths and challenges.
3. Provide participants with Case Management and complete Individual Training & Service Plans (ITSP) on participants monthly.
4. Plan bi-monthly meetings with the Program Coordinating Committee (PCC)
5. Perform intake assessments and tracks resident's progress via a database system as well as a filing system where client information is entered regularly.
6. Prepares reports and supply documentation of activities as required.
7. Perform general office tasks such as answering the telephone, responding to inquiries and preparing written correspondence checking for accuracy.
8. Responds to residents, staff and the public's inquiries in a courteous manner, and resolving complaints in an efficient, professional and timely manner.
9. Facilitate and or attend meetings, training sessions offered by other agencies.

## **Knowledge, Skills, and Abilities:**

1. Must have general knowledge of operations and procedures of a Public Housing Agency.
2. Must have proficient oral and written skills.
3. Must be well organized.
4. Experience with federal, state, and local laws regulating the ROSS program or any other HUD program.

5. Ability to operate modern office equipment including copiers, personal computers, calculators, facsimile machines, etc.
6. Ability to understand, act on and interpret policies, regulations, and procedures as set forth by the Authority and HUD ROSS program.
7. Ability to establish and maintain effective working relationships with co-workers, consultants, residents, the general public, local social service agencies, HUD, local state, and federal officials.
8. Ability to work in less-than-ideal conditions, e.g., noise, high traffic areas, etc.
9. Ability to write and monitor grants.
10. Must have the ability to market the ROSS program

### **Minimum Education, Training, and /or Experience**

1. Bachelor's degree from an accredited four-year college or university with major course work in Sociology, Social Work or Human Services, or related field; or a combination of education and work experience to perform job duties as described.
2. Three years minimum experience in the housing or a social service agency related area, with hands-on case management experience.
3. Comprehensive knowledge of community and supportive resources related to social services and community/workforce development.
4. Ability to interact with person from a very diverse background, including Public Housing residents and representatives from local agencies and organizations who provide services to Public Housing residents.
5. Must possess an FSS/ROSS Certification or obtain one within one year of employment.

### **Physical Requirements**

1. Must be able to work, move, or carry objects or materials such as files, computer printouts, reports, calculator, office supplies, move, and lift and carry objects up to 50 pounds.
2. While performing the duties of this job, the employee is regularly required to stand; sit, walk, use hands to finger, handle, or feel; reach with hands and arms and talk or hear.
3. 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. While performing the duties of this job stressful situations may occur when dealing with the public and residents.
4. Work involves the normal risks and discomforts associated with an office environment and visits to outdoor developments, sites, dwellings or facilities, inspections of structures and confrontations with applicants and residents.
5. Travel to other sites and trainings may involve adverse weather and road conditions.

### **Special Requirements**

1. Must possess a valid Alabama driver's license and be able to be covered by AHA's insurance. Must be Bondable.
2. If offered the position you must take and pass a drug and criminal background check.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change.

FLSA Status: Non-Exempt, Granted Funded Position: 40 hours per week able to work variable hours. 3-year funding available. Grant may be renewed.

The City of Anniston Housing Authority is an equal opportunity employer and seeks to employ and assign the best qualified personnel in a manner that does not discriminate based on race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve and National Guard status or characteristic protected by law.