



Job Title:	Senior Services Coordinator	Department:	Asset Management
Reports To:	Manager of Self Sufficiency	Travel Required:	Local
Position Type:	Full-Time	Updated:	January 2023

## Summary

The primary purpose of this position is to plan, organize, and coordinate services and programs that provide elderly and disabled residents the opportunity to live independently. The incumbent engages with and assesses residents to determine their needs and to provide useful community resources/referrals and services. Also, the incumbent is responsible for maintaining positive working relationships with local social service and provider organizations. All activities must support The Greenville Housing Authority's ("TGHA" or "Authority") mission, strategic goals, and objectives.

## Essential Duties and Responsibilities

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

- Identifies current and ongoing activities by local, state, and federal entities addressing senior issues. This includes social security income, disability, Cost of Living Adjustment, HUD regulations, Temporary Assistance for Needy Families etc.
- Corresponds with Self-Sufficiency Department on referring residents to appropriate supportive services, community agencies, and resources; provides linkage to resources such as transportation, medical and mental health care, social interaction, legal, financial, and placement recommendations as necessary.
- Prepares correspondence, technical and status reports, promptly, to keep management informed of the progress.
- Plans, implements, and promotes activities such as parties, holiday events, trips, healthcare education events, social events, and other special events for seniors.
- Prepares and submits requests and applications for services; may research or contact residents to acquire missing information. May reach out to partner agencies such as social security, disability, Medicaid/Medicare, TANF etc. to ensure accuracy and documentation completion.
- Assists elderly and disabled residents in resolving administrative issues. These include triannual recertification packets and documents, as well as annual interim recertification and documents.

## Behavioral Competencies

*This position requires the incumbent to exhibit the following behavioral skills:*

**Job Knowledge:** Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with the level of responsibility.

**Commitment:** Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

**Customer Service:** Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors, and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.



**Effective Communication:** Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys an understanding of, the comments and questions of others; listens effectively.

**Initiative:** Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

**Responsiveness and Accountability:** Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's work; does a fair share of work.

**Teamwork:** Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback. Contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

**Empathy:** Is understanding and responsive to participants variety of needs and circumstances.

**Temperament:** sustain a positive an uplifting attitude to transcend through participants and their families.

**Motivation/Multi-Tasking:** Have the ability to work rapidly and efficiently. Be able to juggle multiple work responsibilities at once.

## **Job Competencies**

- Knowledge and understanding of HUD regulations, property management, and comprehensive knowledge of Authority policies and procedures.
- Knowledge of case management processes including intake, assessment, and referral. Skills in maintaining accurate, thorough, and confidential case records in compliance with applicable programs.
- Knowledge of the community, its resources, and dynamics applicable to the delivery of Authority programs in assigned areas of responsibility.
- Considerable knowledge of social work and resources available through community service agencies.
- Knowledge of the typical problems and needs of the senior/disabled population.
- Knowledge of the aging process, elder/senior services, disability services, alcohol and drug abuse by the elderly, mental health issues, and entitlement programs.
- Skill in composing accurate and timely programmatic reports in compliance with related regulations.
- Skill in customer service and resident relations.
- Ability to represent the Authority effectively in making presentations and conducting meetings with clients and community/public organizations.
- Ability to understand and follow moderately complex written and oral instructions and to communicate and relate to persons of diverse backgrounds, ages, and abilities.
- Ability to perform duties with a high degree of judgment, discretion, and confidentiality.



- Demonstrated skill in providing instruction on the HUD and TGHA program requirements to potential participants.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, service providers, and local, state, and federal officials; Ability to communicate with people from a broad range of socio-economic backgrounds

### **Education and/or Experience**

Bachelor's Degree in social work, human services, psychology, gerontology, or other related field preferred and a minimum of three (3) years of progressively responsible experience in social work. Must obtain Self-Sufficiency Case Management Certification within nine (9) months of hire. An equivalent combination of education and experience may be considered.

Some positions may require possession of a valid driver's license and the ability to be insurable under the Authority's automobile insurance plan at the standard rate.

### **Technical Skills**

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

### **Physical Demands**

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 may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is moderate. The position occasionally works on Authority properties, which may cause the employee to experience a range in temperatures and other weather conditions. The noise level may be loud and the environment may be more hazardous than a standard office environment. This position may be required to work with contractors as well as Authority residents.



**Read and Acknowledged**

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**Employee Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Employee Name [printed]**