



Job Title: ROSS Service Coordinator

Department: Resident Services Department

Reports To: Director of Resident Services and Engagement

FSLA: Non-Exempt, Grant-Funded Position

Effective:

Position Summary: As a Moving to Work (MTW) Expansion Agency under the Landlord Incentives Cohort #3, this position reports to the Director of Resident Services and Engagement. The **ROSS Coordinator** is responsible for developing and delivering a broad range of outreach and referral services to residents of all ages and conditions within the Resident Opportunity and Self-Sufficiency (ROSS) Program. The coordinator performs various tasks such as planning, implementing, and monitoring activities and documenting and reporting program results.

Major Responsibilities

The statements contained here reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skills typically required, and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in different functional areas to cover absences or relief, to equalize peak work periods, or to balance the workload. The position description complies with the American Disabilities Act (ADA).

Essential Functions:

1. Establishes and maintains relationships with public and private community agencies that provide services and support to ROSS program participants.
2. Coordinates establishing the Program Coordinating Committee, governing board for the ROSS program, using various and appropriate agencies.
3. Organize agendas and participate in meetings that provide residents information on the ROSS programs.
4. Establish a process for recruiting and selecting ROSS program participants.
5. Processes residents' ROSS applications, screen applicants, and determines eligibility.
6. Conduct one-on-one interviews with ROSS participants, prepare needs assessments, set goals, and make referrals.
7. Coordinates the services needed for ROSS participants, provides case management and counseling, and monitors compliance.
8. Collaborate with committees and ensure that activities are performed promptly.
9. Set up complete and accurate files with all necessary participant-supplied documents and third-party verifications (or documentation of why third-party verifications are absent).
10. Partner with educational/training entities to coordinate and refine admission requirements and procedures for monitoring ROSS participants.
11. Collaborate with employment agencies/ programs to expand opportunities for ROSS participants and other DHA residents.
12. Prepare annual reports on the results of the ROSS programs by individual participants and submit them to HUD.
13. Compiles forms, reports, letters, etc., and establishes and maintains files on ROSS participants and nonparticipants.



14. Prepare proposals for services needed.
15. Performs other duties as assigned

Required Education/ Experience:

- Bachelor's degree in Human Services, Sociology, Social Work, or other related field or a combination of work experience to perform job duties as described.
- Two years of experience in housing or a social service agency-related area or case management experience
- Comprehensive knowledge of community and supportive resources related to social services and community/workforce development.
- An equivalent combination of college coursework and higher education (one year of relevant experience is equivalent to one year of relevant higher education and vice versa).
- Ability to interact with people from very diverse backgrounds, low-income residents, and representatives from local agencies and organizations who provide services to
- Must be certified or obtain Self-Sufficiency Coordination Certification or equivalent within one year of employment.

Knowledge, Skills, and Abilities:

- Comprehensive knowledge of pertinent HUD regulations on the ROSS program and comprehensive understanding of DHA's policies and procedures
- Knowledge of resources available throughout the community
- Ability to plan and prioritize duties
- Ability to complete complex and detailed tasks promptly
- Ability to address the public and present information in a clear, concise, and convincing manner
- Ability to communicate and relate to people of diverse backgrounds and to establish and maintain effective working relationships with participants and other employees.

Physical Requirements:

- An employee must meet the physical demands described here to perform the essential functions of this position successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.
- 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. The employee is occasionally required to climb, balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and move up to 10 pounds and occasionally lift and move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus. The level of manual dexterity should be sufficient to operate a typewriter, terminal keyboard, telephone, facsimile machine, office supplies, etc. The employee must be able to move, handle, or lift moderately heavy objects such as computer equipment (printer, monitor, CPUs, etc.) around the desk area.
- The ability to walk the property site and units and meet with residents as required.