
Job Description

Job Title: ROSS Grant Coordinator
JD #: RS4
Department: RESIDENT SERVICES
Reports To: Director of Resident Services
FLSA Status: Exempt
Approved Date: 2021

JOB SUMMARY

Responsible for working directly with residents, resident organizations, and service providers to coordinate comprehensive service delivery that results in the enhancement of the social and economic well-being of the Housing Authority residents and their success within the ROSS grant Programs. Incumbent will plan, implement, and organize the ROSS grant programs and ensure that ROSS grant activities and expenditures comply with HUD guidelines.

ESSENTIAL FUNCTIONS

Essential Duties and Responsibilities

The duties listed below illustrate of the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position. Undertakes and performs the following and all other work-related duties as assigned.

1. Monitors ROSS grant programs, daily activities, budgets. Supervises and mentors' staff, collaborates with community agencies and partners and enters into contract negotiations with potential vendors; reports grant activities to the Housing Authority and HUD.
2. Coordinates with local service providers to ensure that program participants are linked to supportive services needed to achieve self-sufficiency, acts as a liaison between the residents and local service providers.
3. Provides general case management which includes intake, assessment, education, and referral of residents to service providers in the general community.
4. Establishes familiarity with community services; maintains updated information on health, educational, vocational, and social services; maintains a network of contact persons in community organizations and government benefits programs to facilitate resident linkages.
5. Markets the program to residents. Develops methods and programs for reaching clients who need services but do not on their own have the initiative to seek them.

6. Coordinates and oversees the delivery of services, ensuring services are provided on a regular, ongoing, and satisfactory basis.
7. Coordinates and sponsors events, which may include subjects relating to health care, job search seminars, life skills training, etc.
8. Creates a resident group to promote self-sufficiency efforts and/or encourage residents to build informal support networks with other residents, family, and friends.
9. Provides conflict resolution services and fosters a sense of community among residents.
10. Provides a variety of life-skills training to resolve financial and/or behavioral problems affecting resident's continued housing via direct training or referrals to community agencies. These may include, but are not limited to, nutrition, transportation, conflict resolution, basic money management, problem-solving and other cognitive skills, financial literacy, credit repair, interpersonal skills, job training/search/placement, disability services counseling, meal services and/or assistance with activities of daily living for elderly/disabled residents.
11. Monitors the ongoing provision of services including supportive services from community agencies and keep the case management and provider Authority current with the progress of the individual. Monitors the provision of supportive services where appropriate.
12. Attends trainings to further the mission of the ROSS grant programs as well as the mission of the Authority.
13. Reinforces welfare-to-work programs and focus efforts on increasing residents' earning capacity. Set career goals and seek professional mentors within organizations where residents may be working.
14. Collects and reports on program participant demographic data that can be used in applying for grants or developing procedures and policies that better meet the needs of those served.
15. Gathers accurate participant and program data for use in outcomes-based performance evaluation and reporting. Evaluates the overall success of the program.
16. Tracks and reports to HUD on the progress of residents enrolled in the program. Reports include, but are not limited to, Annual reports and narratives.
17. Manages and oversees grant expenditures by monitoring budget expenditures and performs budget revisions as necessary.
18. Designs and implements evaluation tools to assess quality of services and resident satisfaction.

19. Participates in the design of new program and service delivery models and writing/production of grant application documents.
20. Assists in coordinating activities of volunteers, student interns and contractors; participates in developing and coordinating the implementation of volunteer/mentorship relationships with residents.
21. Represents the Housing Authority and the department on internal and community committees and task forces as assigned.
22. Develops a personal work plan to achieve department and Authority annual goals, objectives, and work standards. Maintains relationships with other staff.
23. Operates within national, state, and local legal, regulatory, and programmatic constraints in areas of responsibility.

SUPERVISORY RESPONSIBILITIES

Assignments and instructions received primarily from the Director of Resident Services are broad, though there are some occasions when the employee receives specific instructions. The employee initiates and performs routine activities without supervisory direction. Problems or situations that arise and are not covered by instructions are either dealt with independently, or in consultation with the supervisor. The employee's work is reviewed regularly for adherence to policies and the attainment of objectives. The employee has no supervisory responsibilities.

QUALIFICATIONS AND COMPETENCIES

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 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 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 own work; does 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.

Job Competencies

1. Good knowledge of pertinent HUD regulations and public housing management, and comprehensive knowledge of Authority policies and procedures.
2. Knowledge of Fair Housing, Equal Opportunity, and nondiscrimination laws and regulations.
3. Knowledge of the community, its resources, and dynamics applicable to the delivery of Housing Authority programs in assigned areas of responsibility.
4. Skill in representing the Housing Authority effectively in making presentations and conducting meetings with clients and community/public organizations.
5. Skill in understanding, applying, adopting, explaining, and interpreting complex regulations, policies, and procedures.
6. Considerable knowledge of social work and resources available through community service agencies.
7. Thorough knowledge of accepted consultation and interviewing techniques.
8. Ability to address the public and present information in a clear, concise, and convincing manner.
9. Ability to deal effectively with situations that require tact and diplomacy, yet firmness.
10. Ability to establish and maintain effective and courteous working relationships with other employees, elderly residents, community agencies, and other agencies that provide services.

11. Ability to operate general office machinery, computer, copies and knowledge of Microsoft Word, Excel, & PowerPoint, and other software.
12. Good knowledge of the typical problems and needs of seniors.
13. Ability to understand and follow moderately complex written and oral instructions and to communicate and relate to persons of diverse backgrounds, ages, and abilities.
14. Must be able to maintain punctuality and attendance as scheduled.

EDUCATION AND EXPERIENCE

Bachelor's degree from an accredited college or university in Social Work, Human Services, Psychology, or other closely related field and five (5) years of progressively responsible social services, community services, and/or housing-related work or closely related responsibilities. A combination of experience and formal education may fulfill this requirement.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Incumbent(s) must be able to meet the physical requirements of the classification and have mobility, balance, coordination, vision, hearing, and dexterity levels appropriate to the functions performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in an office environment but may involve visits to housing developments, the offices of other agencies, community centers, and meeting halls. The incumbent frequently uses standard office equipment including personal computers, telephone, and related equipment. Work is in a primarily diverse setting. Work may involve visits to resident's homes or the offices of other agencies. The employee may be exposed to weather extremes and the usual hazards associated with other business facilities and resident homes. Office environment. The noise level in the work environment is moderate.

CONTACTS

Work requires frequent internal contact with employees and managers in the administration of the resident services program and with external contacts. The employee's contacts include: Resident Services staff, Authority personnel, residents, resident councils, businesses, corporations, community service organizations and agencies. The purpose of such contacts is to bring community and resident services to Authority residents, foster resident pride, participation, and provide various kinds of support and assistance for individuals and families.

OTHER REQUIREMENTS

1. Must possess a valid driver's license.
2. Must be available for occasional overnight travel for training.
3. Must pass employment drug screening and criminal background check.
4. Must work with the highest degree of confidentiality.

The Housing Authority of Kansas City, Missouri is an Equal Opportunity Employer. This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however, it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the Executive Director.

Employment with the Housing Authority of Kansas City, Missouri is on an "at-will" basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

EMPLOYEE SIGNATURE

DATE

SUPERVISOR SIGNATURE

DATE