

Reviewed & Approved
 Department Director/Date M/W 1/15/13
 EEO/Date M. Kufrom 1-15-13
 HR/Date M. Murray 1-24-13

Class Specification

Class Title:	Human Services Coordinator	Position Title:	Human Services Coordinator
Accountable To:	Resident Services Manager	Department:	Resident Services
Band: C	Grade: 4	Subgrade: 2	FLSA Status: Exempt

Class Summary: Incumbents are responsible for assessing and referring resident social service needs; developing a plan of action and referring residents to appropriate services or agencies; advocating for residents; responding to crisis situations; developing and maintaining community networks/relationships and coordinate activities with service providers; working with resident councils; and attending related meetings.

Distinguishing Characteristics: This is a stand-alone classification. Incumbents perform professional level assistance in assessing and referring resident needs and coordinating either social services or specific program activities with residents.

Position Summary: Same as above.

Duty:	% of Time	Essential Duty Yes/No	Performance Standards	Achieved Y/N
1. Responds to tenant need for human services intervention including: responding to all types of crisis situations such as mental health problems, physical problems, conflicts, domestic abuse, etc.; meeting with individuals and/or groups of residents to resolve conflicts, problem solve; organizing case conferences, coordinating services, participating in interventions, and limited case	20%	Yes	A. Responds to tenant need for human services intervention by referral, connection to appropriate services, or by providing limited case management service if appropriate. Responds immediately in crisis situations and within 5 working days for all other situations. B. Responds to tenant concerns in a positive and professional manner. C. Responds to all telephone inquiries within a maximum of 2 working days.	

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<p>management (for the purposes of determining appropriate referral source); assessing hardship needs for transfer of residents; and arranging for onsite crisis intervention and counseling for residents if needed.</p>			<p>D. Initiates and refers case conferences or other joint interventions or conflict resolutions with service agencies, family members, advocates, etc. within five working days from receipt of referral and identification of need.</p> <p>E. Participates in conflict resolution for residents in disputes with other residents, the PHA, outside agencies or other support systems.</p> <p>F. Completes transfer recommendation for public housing or Section 8 tenants within an average of 10 working days after receipt of transfer request.</p>	
<p>2. Correctly and timely refers out case management, diagnosing need for social and mental health services appropriately.</p>	5%		<p>A. Initiates and refers case conferences or other joint interventions or conflict resolutions with service agencies, family members, advocates, etc. within five working days from receipt of referral and identification of need.</p> <p>B. In the event of a serious incident, provides limited crisis intervention and arranges for appropriate services for residents. Arranges for on-site crisis intervention with social service providers; case managers; and advocates if necessary.</p>	
<p>3. Assists residents to meet obligations of unit and/or yard upkeep including: assessing resident ability, disability, skill and/or motivation to meet housekeeping standards on referral from manager; referring to appropriate agencies or training resources; and developing</p>	5%	Yes	<p>A. Assesses tenant ability, disability, skill and/or motivation to maintain unit within PHA housekeeping standards. Makes appropriate referrals to outside agencies and/or PHA housekeeping training resources.</p> <p>B. Develops a plan or works with resident /</p>	

Duty:	% of Time	Essential Duty Yes/No	Performance Standards	Achieved Y/N
individual plans to assist resident to be lease compliant in property upkeep.			<p>manager plan to improve housekeeping problems such that residents are able to pass housekeeping inspections.</p> <p>C. Promptly reports to management or other appropriate PHA department, any adverse conditions, unusual activity, security issues or unsafe or unsightly conditions observed on PHA property.</p> <p>D. Works with residents with threatened utility shutoffs. Makes appropriate referrals to outside agencies; follow up with resident and management to assure the PHA property is protected.</p>	
4. Assists residents to be lease compliant including: offering assistance, intervention and referral to residents with lease compliance issues; documenting files appropriately with actions taken; responding to resident complaints of non-lease compliance of others; seeking resources for a more supportive living environment when appropriate for residents who cannot live successfully in public housing; and, participating in grievance, court hearings, and commitment hearings to testify about efforts made to resolve problem situations.	10%	Yes	<p>A. Obtains lease compliant behavior or assists in arranging for a more supportive housing environment in at least 85% of referrals for failure to comply with the lease.</p> <p>B. Documents tenant files accurately and completely regarding lease compliance matters, referrals made, actions taken, within 5 working days of receipt of information.</p> <p>C. Maintain an accurate and up to date log of referrals received. Referral logs must reflect date referral was made, date referral was completed and action(s) taken to address the lease compliance issue.</p>	
5. Maximizes new resident awareness of lease obligations, regulations and resources to promote successful tenancy and quality of life by meeting individually with all new residents to assess needs, make referrals, and	10%	Yes	<p>A. Meets with all new residents within 45 days of move-in to assess needs, make referrals and provide information. Documents file if any referrals are made. When unable to reach a new resident, makes a minimum of 2 attempts to contact</p>	

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<p>provide information. Conducts new move in orientation sessions for new residents and promotes participation by all new residents.</p>			<p>resident, followed by written information indicating how to access Human Services Coordinator and assistance that could be provided.</p> <p>B. Along with management staff, encourages new residents to participate in all lease compliance training opportunities offered.</p> <p>C. Facilitates monthly Admission Orientation Sessions for new residents; schedules staff presentations, contacts service providers to present information at the sessions and works with manager to assure that sessions are regularly updated and include necessary information; follows up with residents indicating need for more information or referrals.</p> <p>D. Participates in Scattered Site Training Program with other management staff to provide training to family development residents applying to transfer to Scattered Site.</p>	
<p>6. Facilitates coordination among agencies providing services to residents. Works with police and other law enforcement units to provide a safe environment for residents. Works with agencies, organizations, neighborhood groups, advocates, and community issues that affect public housing residents. Represents the PHA at resident council meetings, neighborhood and community meetings as requested by the Manager, Principal Manager or Resident Services Director.</p>	5%	Yes	<p>A. Maintains positive working relationships with police, ACOP, crime prevention units, gang unit, FORCE, and other law enforcement efforts to provide a safe environment for residents.</p> <p>B. When requested by the Housing Manager, attends neighborhood and community meetings to explain PHA services and supports for residents.</p> <p>C. Works in a cooperative and supportive manner with agencies and services providers operating in PHA properties to resolve problems and encourage resident</p>	

Duty:	% of Time	Essential Duty Yes/No	Performance Standards	Achieved Y/N
			<p>support of the services.</p> <p>D. Convenes monthly Coordinating Meetings of service providers in community centers or hi-rises.</p> <p>E. Distributes minutes within 10 days after the Coordinating Meetings.</p>	
<p>7. Coordinates and works with other work units within Resident Services and all other departments within the PHA to achieve all PHA goals and PHAS standards. Actively participates in modernization planning. Participates in Round Table sessions, hearing committees, resident orientations, work groups, and task forces as requested. Responds to resident requests and identified needs to accommodate handicaps and disabilities by assessing need for the accommodation, consults with medical providers if necessary and recommends specific actions to be taken.</p>	5%	Yes	<p>A. Actively participates in Rental Office Round Table sessions and Hearing Committees when scheduled. Participates in agency work groups and task forces when requested.</p> <p>B. Responds to resident requests and identified needs for accommodations for handicaps and/or disabilities as required by Section 504 of the Rehabilitation Act of 1973. Meets with the resident requesting the accommodation and submits the request within 5 working days. Monitors to assure that work has been completed and follows up with resident to determine satisfaction with the accommodation.</p> <p>C. Actively participates in modernization planning before and during major rehab projects in the management area. Assures that resident needs are being considered in the planning of the final product and the construction period.</p> <p>D. Actively participates in regular meetings with other Human Services Coordinators to work on common issues. Assumes responsibility for facilitating meetings and recording minutes of meetings on a rotating basis, as assigned.</p>	
<p>8. Works with service providers and</p>	5%	Yes	<p>A. Responds to requests for use of space in</p>	

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<p>residents to maximize use of community center space to best serve residents including: approving requests for short term use of space; assuring that guidelines for use of the space are applied; working with appropriate staff on long-term program use requests. Conducts regular coordination meetings with Service Providers. Works with appropriate staff to update service provider contracts.</p>			<p>Community Center for short-term and/or resident use within 5 working days of the request. Assures that guidelines for use of Center space are applied to requests for use.</p> <p>B. Acknowledges receipt of requests for long-term program use of the Center's space and explains the process involved within 5 working days. Involves appropriate staff.</p> <p>C. Work closely with Housing Manager to oversee the execution and implementation of Space Use Agreement contracts with service providers.</p> <p>D. In consultation with the Housing Manager, maximizes services available to residents by promoting shared space by service providers.</p> <p>E. Plans, schedules and facilitates regular Coordination Meetings with service providers and compiles written summaries of those meetings within 10 days of the meeting.</p> <p>F. Participates with assigned staff in regularly updating service provider contracts.</p> <p>G. Gathers required data on resident participation from service providers. Compiles data and submits reports quarterly to the housing manager within 10 working days after the end of the quarter. Update the service provider activity log after each quarterly service providers meeting. Log to be reviewed and monitored by the Resident Initiatives Program Coordinator for bi-annual reports</p>	

Duty:	% of Time	Essential Duty Yes/No	Performance Standards	Achieved Y/N
			<p>to the Resident Services Director.</p> <p>H. Communicates to appropriate staff information and concerns regarding service provider cooperation and programming and works with other Resident Services staff to address concerns.</p>	
<p>9. Identifies changing social service needs of resident populations and works to develop programs, support groups and partnerships; identifies potential resources to meet needs; works with other resident services staff to present needs and develop collaborations. Works with Maintenance on major renovation efforts to assure that individual resident needs are met during and after remodeling.</p>	5%	Yes	<p>A. Assesses changing needs for services and work with PHA program services department and other resources to provide services for unmet needs of residents.</p> <p>B. Identifies service and social needs of resident populations; develops programs, support groups and proposals and seeks resources to meet these needs; working in collaboration with PHA staff and/or other agencies.</p>	
<p>10. Attends Resident Council meetings when requested including sharing relevant information with councils, working to strengthen and support resident leadership of councils, preparing summaries of council meetings attended to share information with staff, and, helping council leadership differentiate between their responsibilities and PHA staff responsibilities. Consults with residents on Resident Diversity Initiatives when requested by resident diversity committee members.</p>	5%	Yes	<p>A. Attends Resident Council meetings, including occasional night meetings, as directed by Housing Manager and shares any relevant PHA or community information, responds to resident questions, clarifies PHA policy and regulations, explains new rules and procedures and notes resident complaints, requests, recommendations and suggestions.</p> <p>B. When requested, works as a team with Manager to strengthen resident council leadership and decision-making as described in Memorandums of Understanding between PHA and Resident Councils including helping to</p>	

Duty:	% of Time	Essential Duty Yes/No	Performance Standards	Achieved Y/N
			<p>recruit officers, encouraging resident participation, participating in planning or attending Council officer trainings, assisting officers with monthly financial record keeping and meeting planning, when requested, maintain responsibility of the resident council checkbooks and disbursement forms, working with officers to build councils that function on behalf of their members and with appropriate oversight by the PHA.</p> <p>C. If requested to attend Resident Council meeting as the representative of the PHA, prepares meeting summary within an average of 5 working days of the date of the meeting, noting any areas to be addressed by PHA staff and circulating the meeting summary to appropriate staff.</p>	
<p>11. Maximizes PHA operating income through collection efforts including: working with residents to resolve payment problems before an eviction action is filed; contacting residents whose leases are in jeopardy due to chronic late rent payment to connect them with financial counseling resources and avoid loss of public housing benefits; and, working with resident with no income to help them apply for benefits if eligible or to find other sources of income.</p>	5%	Yes	<p>A. In cases of chronic late rent payment, makes contact with residents who have been late three times in a 12-month period within 5 working days of notification to assess causes for chronic late rent and provide appropriate information and referral.</p> <p>B. When notified of late monthly rent payment or an error in rent payment, makes contact with the resident within 5 working days to attempt to resolve the problem before an Eviction Action is filed, in coordination with manager.</p>	
<p>12. Motivates residents toward self-sufficiency including: providing resident with information about PHA and other</p>	5%	Yes	<p>A. In day-to-day contacts with residents, provides information and referral about employment and volunteer opportunities</p>	

Duty:	% of Time	Essential Duty Yes/No	Performance Standards	Achieved Y/N
employment, training, and volunteer programs.			and training to achieve self-sufficiency.	
13. Assists with the completion of annual ACO paperwork.	3%	Yes	A. Assist Re-exam Technicians and Management in the collection and completion of residents' ACO paperwork before, during, and after ACO appointments.	
14. Assists PHA Management with residents who need to do Community Service.	2%	Yes	A. As requested by Management, work with residents who are required to do Community Service by explaining the program requirements and assisting resident to find and document this service.	
15. Follows up on police calls with residents.	5%	Yes	A. In coordination with the Manager, meets with residents affected by police calls to their (or neighboring) units to assess need for follow-up intervention or services. B. Documents tenant files accurately and completely regarding police calls, referrals made, actions taken, within 5 working days of receipt of information.	
16. Maintains a working knowledge of resources available to help residents remain lease compliant and achieve their greatest potential in the community.	5%	Yes	A. Has a broad-based working knowledge of resources available to a wide diversity of hi-rise and family residents to help them succeed. B. Continually works to learn more about new services and updated requirements to better assist residents. C. Develops and maintains positive working relationships with community and government providers, advocates and social service agencies.	
17. Must abide by all Board approved policies, policies prohibiting discrimination and harassment,	On going	Yes		

Duty:	% of Time	Essential Duty Yes/No	Performance Standards	Achieved Y/N
executive communications, administrative procedures, and safety procedures established by the PHA.				
18. Must travel to various PHA sites and other locations that are required by the nature of the work.	As required	Yes		
19. Performs other duties of a similar nature or level.	As required	Yes		

<p>Knowledge (position requirements at entry):</p> <p>Knowledge of:</p> <ul style="list-style-type: none"> • Social work and case management theory • Human behavior, the aging process, and family dynamics; • Physical and mental disabilities and handicaps; • Social service resources for the elderly and the disabled; • Volunteer resources; • Various cultures represented in the public housing communities, including cultural differences, practices and value systems; • Public sector regulations, legal liability issues, and requirements in areas such as American Disabilities Act, Affirmative Action, and Equal Opportunity; • Eligibility criteria and procedures of applicable federal and state entitlement programs; • Interviewing technique; • Principles of community organization; • Types, characteristics, and methods of working with persons with mental illness. 	<p>Skills (position requirements at entry):</p> <p>Skill in:</p> <ul style="list-style-type: none"> • Working with drug and alcohol abuse issues; • Conflict resolution techniques, • Referrals • Negotiation techniques; • Motivating residents to take initiative in building or development of self-government; • Working with all types of disabilities; • Working in a coordinating/ referring role with other professionals in the Social Work field; • Oral and written communications with diverse populations; • Responding to crisis situations; • Using computer and related software applications; • Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.
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Required Qualifications
Education: BA degree in Social Work, Sociology, Human Services or relevant field.

Experience: One year relevant experience at the B Band level or above in human services or related field. Additional relevant experience can substitute for education on a year-for-year basis

Preferred Qualifications

Education: Relevant graduate degree

Experience: Two years of relevant experience. Demonstrated experience working with ethnically, culturally and economically diverse populations.

Supervisory: Some positions may prefer some supervisory or lead worker experience

Licensing Requirements (position requirements at entry):

- Must have a valid Driver's License and vehicle
- Licensure as Social Worker - desirable

Physical Requirements

Light Work (Exerting up to 20 pounds of force occasionally, or up to 10 pounds of force frequently, or a negligible amount of force constantly to move objects. Even though the weight lifted may be only a negligible amount, a job should be rated light work: [1] when it requires walking or standing to a significant degree; or [2] when it requires sitting most of the time but entails pushing or pulling of arm or leg controls; or [3] when the job requires working at a production rate pace entailing the constant pushing or pulling of materials even though the weight of those materials is negligible.) (For Complete physical requirements see "Physical Demands Job Analyst" on file.)

Classification History Draft prepared by Fox Lawson and Associates LLC (mas), PHA (fah)

Date: 7/98

Revised: 3/00; 4/10; 12/12 MW & MK