



POSITION OPENING: HUMAN SERVICES COORDINATOR

Salary:

\$27.60 – \$39.19

Department:

Resident Services

Accountable To:

Resident Services Manager

All applicants must submit a PHA employment application by:

Internally – February 12, 2018

Externally – February 16, 2018

POSITION 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.

ESSENTIAL DUTIES INCLUDE:

- 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 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.
- Correctly and timely refers out case management, diagnosing need for social and mental health services appropriately.
- 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 individual plans to assist resident to be lease compliant in property upkeep.
- 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.
- 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 provide information. Conducts new move in orientation sessions for new residents and promotes participation by all new residents.
- 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.
- 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.

- Works with service providers and 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.
- 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.
- 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.
- 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.
- Motivates residents toward self-sufficiency including: providing resident with information about PHA and other employment, training, and volunteer programs.
- Assists with the completion of annual ACO paperwork.
- Assists PHA Management with residents who need to do Community Service.
- Follows up on police calls with residents.
- Maintains a working knowledge of resources available to help residents remain lease compliant and achieve their greatest potential in the community.

REQUIRED QUALIFICATIONS:

BA degree in Social Work, Sociology, Human Services or relevant field. 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:

Relevant graduate degree and two years of relevant experience. Demonstrated experience working with ethnically, culturally and economically diverse populations.

KNOWLEDGE:

- 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.

SKILLS:

- 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.

LICENSING REQUIREMENTS:

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

Testing will be administered to finalists at least two weeks after closing date.

The individual hired must successfully complete a criminal history background check and PHA physical exam.

For an application and a complete Class Specification please go to www.stpha.org or call Human Resources at 651-298-5664, fax 651-228-3139.

Apply on-line at www.stpha.org

Submit completed application to:

**Public Housing Agency
555 N. Wabasha Street, Suite 400
St. Paul, MN 55102.**

The PHA is an equal opportunity/affirmative action employer
Section 3 applies