

HOUSING SERVICES COORDINATOR

DEFINITION

Under general supervision, coordinates, monitors and participates in the Santa Clara County Housing Authority (Agency) programs and services that promote and enhance client economic self-sufficiency and quality of life; conducts outreach activities to promote program participation and community building; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Housing Programs Supervisor or Housing Programs Manager. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This classification is responsible for assisting in the implementation and quality assurance monitoring of program compliance and outcomes for programs and services intended to assist the Agency's rental assistance clients in achieving economic self-sufficiency. Incumbents are assigned to programs or elements of programs and are expected to nurture and maintain collaborations with social service and private sector organizations to ensure successful outcomes to meet program goals and objectives. This class is distinguished from Housing Compliance Coordinator in that latter participates in the programs and services and is accountable for the Agency-wide quality assurance activities.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Develops approaches, plans, and carries out client and community outreach activities to promote participation in Agency resident programs and services; researches data and selects geographical areas and client groups to target for promotional purposes; identifies community organizations with whom to partner; designs and conducts briefings and orientation sessions for potential program participants.
- Plans, coordinates, and implements program supportive services as required; plans and coordinates implementation of services and activities with contractors and involved community and social service agencies, which may require evening or weekend hours; conducts outreach and promotes participation of groups and individuals in activities.
- Directs and coordinates the activities of contractors; participates in developing and coordinates the implementation of volunteer/mentorship relationships with clients.
- Coordinates the self-sufficiency programs by training other employees and contractors to conduct orientations, workshops, and presentations; prepares program schedules and advertises upcoming programs to participants; may require evening or weekend hours for client and community outreach.
- Identifies information and referral resources and builds mutually-beneficial relationships with community service providers; shares resource information with contractors for dissemination to program participants; coordinates the delivery of supportive services to clients through community resources; schedules and arranges special programs and activities around topics of clients' interests.
- Maintains statistical and informational records and files; prepares regular and periodic activity, work status, statistical and productivity reports to inform program design, outcome evaluation, quality assurance, and outreach.
- Determines participants' eligibility for escrow credit; maintains escrow account balances; conducts quality assurance file reviews and accounts to determine eligibility for interim and final withdrawals;
- Participates in the writing and editing of client/program newsletters, monthly calendars, marketing flyers, presentations, program forms and letters.
- Assists in the preparation of grant applications for programs and services; designs and maintains statistical and informational files for grant and productivity reports.
- Represents the Agency and/or section on internal and community committees and task forces as assigned; performs special assignments and projects as required.
- Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

A Bachelor degree from an accredited four-year college or university with major coursework in social work, financial or career planning or a closely related field and three (3) years of progressively responsible experience in implementing client service and/or community outreach programs similar to those provided by the Agency.

Licenses and Certifications:

Possession of or the ability to obtain and retain a valid California Driver License and a driving record acceptable to the Agency.

Knowledge of:

- Demographics and social service, educational, and other supportive needs of populations served by self-sufficiency services programs.
- Community services and resources applicable to the delivery of Agency programs in assigned areas of responsibility.
- Theory, principles and practices for the design, implementation and evaluation of adult education programs.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Practices and techniques in building community collaboratives.
- Principles and practices of social service and educational counseling and case management.
- Administrative research and analysis methods and techniques.
- Basic dispute resolution and mediation methods and techniques.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned programs.
- Record-keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the Agency in contacts with other agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

Ability to:

- Define issues, collect data, evaluate alternatives, and develop sound conclusions and recommendations.
- Represent the Agency effectively in making presentations and conducting meetings with clients and community/public organizations.
- Deal effectively with a culturally and ethnically highly diverse client and customer group.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Interpret, explain, and ensure compliance with Agency policies and procedures, complex laws, codes, regulations, and ordinances governing the administration of client economic self-sufficiency and supportive services programs in assigned areas of responsibility.
- Maintain confidentiality of sensitive personal information of applicants, current and former residents, and other matters affecting tenant relations.
- Maintain accurate files and records.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Agency and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances, duties of this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.