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**Columbia Housing Authority**

**EMPLOYMENT VACANCIES**

**Deadline for applications for all positions: May 17, 2019**

**All fulltime positions include State Benefits (Health, dental, life, SCRS Retirement)**

**Salary: \$36,931.86 - \$39,821.99**

**SENIOR SERVICE COORDINATOR / SPECIAL SERVICES**

**Department:** Senior Services  
**Division:** Housing Management  
**Reports to:** Mrs. Donna Gilbert Director of Residents Programs  
**Pay Grade:** 15  
**Classification:** Non-Exempt

**GENERAL STATEMENT OF JOB**

Under occasional supervision, performs professional casework to provide elderly, frail and disabled clients with the support and resources required to maintain health and quality of life. Coordinates social and recreational programs and events for residents of all ages in all Columbia Housing Authority communities. Maintains accurate and up-to-date case files.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

***ESSENTIAL JOB FUNCTIONS***

Visits homes and/or interviews elderly clients and families to determine needs; develops individual action plans and community programs to help elderly, frail and disabled clients maintain health and quality of life.

Coordinates health screenings.

Provides information and referrals regarding available internal and external health and social services; makes appointments for clients and provides transportation to appointments as necessary.

Coordinates programming with local health and social service agencies; secures volunteers and donations of items and services from various church groups, businesses, service/social/civic/community organizations, individuals, etc.

Works with agency managers in addressing residents' concerns regarding housekeeping, mental health issues, family issues, etc.

Evaluates programming; makes recommendations for improvement, and assists with the development of new or enhanced programs and services.

Maintains up-to-date client records.

Attends and represents the Authority at all elderly highrise community club meetings.

Maintains knowledge of current regulations and laws pertaining to public housing programming and management.

Attends conferences, workshops and training sessions as appropriate. Remains current on issues relating to the elderly.

Receives, reviews, prepares and/or submits a variety of documents including case records, HUD reports, billing invoices, attendance reports, news articles, contracts with providers, memos, correspondence, etc.

Operates a vehicle and a variety of equipment such as a computer, typewriter, telephone, calculator, copier.

Interacts and communicates with various groups and individuals such as the immediate supervisor, other agency administrators, co-workers, clients, other governmental agencies, social service agencies, health providers, community and civic organizations, consultants, nursing homes, pharmacies, food banks, church leaders and organizations, and the general public.

#### ***ADDITIONAL JOB FUNCTIONS***

Performs various office duties as necessary, including but not limited to typing correspondence and reports, copying and filing documents, answering the telephone, ordering and picking up supplies, etc.

Attends staff and community meetings and special events.

Performs related duties as required.

#### **MINIMUM TRAINING AND EXPERIENCE**

Requires a Bachelor's degree in sociology or other relevant field supplemented by one to two years of responsible case management experience, or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities. Must possess and maintain social work license, and must possess a valid state driver's license.

#### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of machines and equipment including a computer, vehicle, telephone, calculator. Must be able to exert up to five pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time, but may involve walking or standing for periods of time. Must be able to lift and/or carry weights of five to ten pounds.

**Data Conception:** Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

**Interpersonal Communications:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving assignments and/or direction from supervisor and giving instructions to subordinates.

**Language Ability:** Requires ability to read a variety of policy and procedure manuals, reference materials, directories, computer manual, etc. Requires the ability to prepare required reports, correspondence, records, etc. with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control and confidence.

**Intelligence:** Requires the ability to apply logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; to deal with several abstract and concrete variables. Requires the ability to use influence systems in staff leadership; to learn and understand principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information and to understand and implement basic office machinery functions.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions, to counsel and teach clients. Must be able to communicate effectively and efficiently with persons of a variety of educational and cultural backgrounds and use counseling terminology.

**Numerical Aptitude:** Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals and to determine time.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape, and visually read various information.

**Motor Coordination:** Requires the ability to coordinate hands and eyes using office machinery; to operate motor vehicles.

**Manual Dexterity:** Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, etc. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** Does not require the ability to differentiate colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines.

**Physical Communications:** Requires the ability to talk and/or hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

## **PERFORMANCE INDICATORS**

**Knowledge of Job:** Has thorough knowledge of the methods, procedures and policies of the Housing Authority as they pertain to the performance of duties of the Senior Service Coordinator/Special Services. Is knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Has considerable knowledge of the functions and interrelationships of the Housing Authority and other governmental agencies. Is able to provide effective supervision and leadership to co-workers. Has the ability to offer assistance to co-workers, clients and employees of other departments as required. Has skill in providing effective counseling to residents in a variety of subjects; is able to develop positive rapport and trust between agency personnel and clients. Has considerable knowledge of available social, mental and health services available to clients and makes appropriate referrals. Is able to maintain case files with efficiency and confidentiality. Has the ability to use independent judgment as needed in performing routine and non-routine tasks. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to compile data and prepare required reports with accuracy and in a timely manner. Is able to read and interpret technical, financial and legal documents and related materials pertaining to the responsibilities of the job. Has comprehensive knowledge of the terminology and various professional languages used within the department. Knows how to maintain effective relationships with personnel of other departments, professionals and members of the public through contact and cooperation. Knows how to make public presentations. Has the mathematical ability to handle required calculations. Has knowledge of modern office practices and technology; has skill in the use of computers and other modern office equipment. Is able to coordinate multiple programs effectively. Has the ability to plan, organize and prioritize daily assignments and work activities. Is able to perform duties professionally despite interruptions and distractions. Has good organizational, technical and human relations skills. Has the ability to learn and utilize new skills and information to improve job performance and efficiency. Knows how to react calmly and quickly in emergency situations.

**Quality of Work:** Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with all Housing Authority departments, co-workers and the public.

**Quantity of Work:** Performs described "Specific Duties and Responsibilities" and related assignments efficiently and effectively in order to produce quantity of work which consistently meets standards and expectations of the Housing Authority.

**Dependability:** Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, Housing Authority policy, standards and prescribed procedures. Remains accountable to assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends and remains at work regularly and adheres to Housing Authority policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches problems, situations and alternatives before exercising judgment.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with Housing Authority policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within the organization.

**Relationships with Others:** Shares knowledge with managers, supervisors and staff for mutual benefit. Contributes to maintaining high morale among all Housing Authority employees. Develops and maintains cooperative and courteous relationships with department employees, staffers and managers in other departments, representatives from organizations, and the public so as to maintain good will toward the organization and to project a good Housing Authority image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain good will within the organization. Emphasizes the importance of maintaining a positive image within the organization. Interacts effectively with higher management, professionals and the public.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping:** Adheres to all safety and housekeeping standards established by the Housing Authority and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

Interested applicants should send a CHA application or resume to Human Resources, CHA, 1917 Harden Street, Columbia, SC 29204