

Position Description

Title: Elderly Services Coordinator (ESC)
Department: Resident Services
Supervisor: Resident Services Supervisor
FLSA: Non - Exempt

* As a recipient of Federal Funding, ZMHA pledges to maintain a DRUG FREE workplace. Candidates for employment and current employees are subject to pre-employment screening, for cause screening, and random screening.

Duties and Responsibilities

Responsible for ensuring that residents are linked to needed economic development and supportive services. Performs a variety of tasks involving planning, monitoring, and implementing programs pertaining to economic development and self-sufficiency of elderly residents. Specific tasks are outlined below.

- Provides general case management and referral services to elderly residents in need of assistance.
- Actively maintains a working relationship with city and county agencies, resident organizations, and local, state, and national social, educational and health, agencies to provide effective ESC programs to ZMHA residents.
- Educates resident on service availability, application procedures, etc.
- Assists resident in building support and works with other residents, family members and friends.
- Educates other ZMHA staff about elderly services programs and activities.
- Provides assistance, supervision, and training to resident volunteers and Resident Councils on funded activities.
- Contacts and works with outside service agencies to provide on-site services and activities to residents.
- Acts as liaison between ZMHA and counseling agencies.
- Maintains computer and hard copy records of activities and prepares appropriate reports to ZMHA's Executive Director and/or Board of Commissioners.
- May be responsible for maintaining confidential information, including computer security codes, security systems codes, keys, etc.
- Performs other duties as required.

Qualifications and Knowledge

- High school graduate or GED required. College course of study in education, psychology, social work or a related field preferred. A combination of three (3) years of experience and education in the relevant field is acceptable.
- A strong working knowledge of community and business resources related to community/economic development and social services.
- Ability to establish partnerships and collaborations for elderly services.
- Knowledge of HUD regulations dealing with resident activities and initiatives.
- Extensive experience and knowledge in social services field, especially elderly needs and activities.
- Ability to address the public and present information in a clear, concise and convincing manner.
- Ability to deal effectively with situations that require tact and diplomacy, yet firmness.
- Ability to establish and maintain effective and courteous working relationships with other employees, residents and community agencies and other service providers.
- Ability to keep accurate records and reports using a computer.
- Valid Ohio driver's license.
- Reliable personal transportation and insurance coverage.
- Must be bondable, have a valid Ohio Driver's License and be eligible for coverage under Authority fleet auto insurance.

Supervision Received and Given

General assignments and instructions from the Resident Services Supervisor, though here are intermittent 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 periodically for adherence to policies and the attainment of objectives.

The employee has no supervisory responsibilities.

Guidelines

The employee follows regulations and guidelines issued by HUD on community services, resident services, and resident initiatives, and complies with applicable Authority policies and procedures. For situations where there are no guidelines, the employee may adapt existing guidelines, develop new guidelines, make a decision based on the circumstances, or see guidance from the supervisor.

Complexity

Tasks performed by the employee vary greatly. Some are routine, while others such as resolving resident problems, can be complex and difficult. The employee identifies work that needs to be done, prioritizes, coordinates efforts and performs the tasks. Occasionally, the employee must make decisions regarding unusual or sensitive situations and must develop new solutions.

Scope and Effect

The employee's work affects other employees and residents throughout the Authority. Performing work tasks effectively, efficiently and with compassion enhances relationships between residents and the Authority and provides long term benefits to the Authority through accomplishing resident initiatives.

Personal Contacts

The employee's contact are primarily with residents, other Authority personnel, and community social service agency personnel. The purpose of such contacts is to give and receive information on resident services from Authority residents, foster resident pride and participation, and provide various kinds of support and assistance in implementing resident services.

Physical Demands

Work is performed both indoors and outdoors, and involves visits to housing developments, resident's homes, and outside agencies. Some walking, standing, stooping, kneeling, bending, reaching, storing, lifting and carrying of light items such as papers, books, and files, and driving an automobile is involved.

Work Environment

Work is primarily in-office, but may involve visits to housing developments, resident's homes, the offices of other agencies, community centers and meeting halls. The employee may be exposed to weather extremes and to the usual hazards associated with similar work.