



# HOUSTON HOUSING AUTHORITY POSITION DESCRIPTION

Position Title: **Service Coordinator**  
 Department: **Client Services**  
 Supervisor: **Director of Client Services**

Exempt     Non Exempt     New Position     Revision (see below)

Change of title    Previous Revision Date: \_\_\_\_\_    Other (Please Specify) **GRANT FUNDED**  
 Revised qualifications     Revised duties  
 Expanded qualifications     Expanded duties

Effective Date: 12/21/2019

Approved: \_\_\_\_\_  
**Vice President of Operations, Public Housing Department**

Approved: \_\_\_\_\_  
**Director of Human Resources**

## GENERAL SUMMARY

*Responsible for assisting families and individuals who require assistance in overcoming barriers related to obtaining gainful employment and economic self-sufficiency. Reports to the Director of Client Services.*

## PRINCIPAL DUTIES AND RESPONSIBILITIES

- *Responsible for conducting interviews with Houston Housing Authority residents.*
- *Conduct needs assessments and assist families in designing a plan to obtain economic self-sufficiency.*
- *Assist clients individually, in family, or in other small groups regarding plans for meeting needs and aids the client with mobilizing inner capacities and environmental resources to improve social functioning that will lead to employability or entrepreneurial opportunities.*
- *Help client to modify his/her attitude and/or patterns of behavior by increasing understanding of self, personal and environmental problems.*
- *Refer client to community resources and other organizations for assistance.*
- *Compile and maintain records and prepare reports.*
- *Review service plans and perform follow-up to determine quality and quantity of service provided and determine the status of the client's case.*
- *Visit clients in their homes or at other locations at Houston Housing Authority properties.*
- *Develop creative methods to encourage resident participation in training and employment programs.*
- *Coordinate human service programs to include outreach, information and referrals, along with evaluation of program effectiveness.*
- *Develop and maintain community resources and referral systems between the Houston Housing Authority and community resources.*

- *Provide counseling and supportive assistance to residents experiencing crisis situations.*
- *Serve as a liaison between the Houston Housing Authority and support service providers.*
- *Facilitate establishment of constructive and professional relationships between residents and the Houston Housing Authority.*
- *Prepare requested Houston Housing Authority reports accurately, timely and professionally.*
- *Develop updates and maintains a file on each household. (File will include a Resident Profile, Historical Report, Case Management Form, Referral Forms and any other related documents.)*
- *Attend meetings with the Houston Housing Authority's Primary Partners, United Way and other community resources.*
- *Maintain informational linkages with civic, community and social services organizations in target areas.*
- *Develop and maintain an informational packet for new residents regarding resident responsibilities, including an area resource listing of social service agencies, civic and community organizations and clubs, and emergency and medical numbers.*
- *Perform case management: information and referrals, rent assistance, assessment of resident needs, plan of action development, follow-up on referrals, appointment setting, and periodic home/telephone contact.*
- *Conduct home-visits, office visits and/or phone contact.*
- *Maintain statistical data to monitor program objectives and goals.*
- *Develop and conduct resident/community surveys, along with evaluating results.*
- *Establish a system to follow-up on resident information and referrals.*
- *Conduct site visits of various training programs to evaluate program effectiveness.*
- *Evaluate resident needs and makes recommendation to the Houston Housing Authority for supportive services.*
- *Coordinate transportation for field trips, and accompany residents on field trips.*
- *Perform other duties as assigned.*

## **KNOWLEDGE, SKILLS AND ABILITIES**

- *Knowledge of pertinent HUD regulations and public housing management, and comprehensive knowledge of Houston Housing Authority policies and procedures.*
- *Good interpersonal, written and oral communication skills.*
- *Ability to provide motivational factors to clients through individual or group counseling.*
- *Ability to develop and maintain representative, community groups, educational institutes, resident councils, residents and employees.*
- *Comprehensive knowledge of social work and resources available through community agencies.*
- *Skilled in working independently under considerable pressure without close supervision while maintaining effective and accurate performance.*

## COMPLEXITY / SCOPE OF WORK

- *Most of the work performed by the employee is relatively routine. However, convincing residents to participate in Houston Housing Authority programs and activities is often very 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.*
- *The employee's work affects other employees and residents throughout the housing developments.*
- *Performing work tasks effectively, efficiently and with compassion enhances relationships between residents and the Houston Housing Authority, improves residents' status and provides long-term benefits in management of the Houston Housing Authority housing.*

## GUIDELINES

- *The employee follows regulations and guidelines issued by HUD regarding community services, resident services, resident participation and applicable Houston Housing Authority policies and procedures.*
- *Frequently the employee acts independently in making decisions about the best course of action.*
- *For situations for which there are no guidelines, the employee may adapt existing guidelines, develop new guidelines, make a decision based on the circumstances, or seek guidance from his/her supervisor.*
- *When new guidelines are required, the employee develops them in consultation with the Director of Client Services.*

## SUPERVISORY CONTROLS

- *The employee has no supervisory responsibility.*
- *The employee receives instructions from the Director of Client Services.*
- *Normally, the employee plans and carries out work activities with minimal supervision and independently resolves problems that arise.*
- *The employee receives specific instructions when complaints are brought to the attention of the supervisor; and when the supervisor is contacted by the employee for direction.*
- *The employee's work is reviewed for conformity to Houston Housing Authority policies and procedures and attainment of objectives.*

## PERSONAL CONTACTS

- *The employee's contacts include: Community Relations staff, other Houston Housing Authority personnel, residents, resident councils, businesses, corporations, city and community service organizations and agencies. The purpose of such contacts is to bring community services and resident services to Houston Housing Authority residents, foster resident pride and participation, and provide various kinds of support and assistance for individual families.*

## PHYSICAL DEMANDS / WORK ENVIRONMENT

- *Work is primarily sedentary, and may involve physical exertion during visits to housing developments.*
- *The employee is required to work unusual hours in excess of forty hours a week, if necessary, as required by Public Housing resident activities.*
- *The employee must be willing and able to travel 15-25% of the time and have dependable transportation.*
- *The employee's work is primarily in-office, but also involves 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 housing developments.*

## MINIMUM QUALIFICATIONS

- *A Bachelors degree in Sociology, Psychology or related field preferred.*
- *Five years of related case management experience with low-income individuals may be substituted for the degree requirement.*
- *Bi-lingual with English and fluency in Chinese, Vietnamese, and Cantonese, or Spanish preferred.*
- *Bondable.*
- *Valid Texas driver's license or obtain such within the first thirty (30) days of employment.*
- *Eligibility for coverage under Houston Housing Authority fleet auto insurance.*

## DISCLAIMER

*The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Please be advised that employment is contingent upon the availability of grant funding.*