



Residential Support Coordinator

Mission

ElderHelp strives to enhance the quality of life for seniors by providing information and services that help them live independently and with dignity.

Values

Compassion ~ Integrity ~ Community ~ Accountability ~ Respect ~ Excellence

Organizational Expectations

ElderHelp employees are expected to be flexible, positive, have a good sense of humor, contribute to the solution, seriously integrate the organization's values into their work, and work hard to make a difference in the lives of seniors.

POSITION EXPECTATIONS

The Residential Support Coordinator requires a unique combination of social work related skills such as assessment, intervention and mediation combined with knowledge and understanding of affordable housing in San Diego. Strong organization, critical thinking, and listening skills, as well as the ability to be results and goal oriented, motivated, and excellent follow through are essential.

POSITION SUMMARY

The Residential Support Coordinator helps administer a variety of ElderHelp's housing solutions including Service Coordination for residents of affordable senior housing properties, HomeShare, Housing Consultations, and Housing Navigation. This role is responsible for a variety of duties to help older adults find and maintain stable housing throughout San Diego County, with an emphasis on residential services in North County San Diego.

REPORTS TO

Housing Services Coordinator

ESSENTIAL FUNCTIONS

Residential Services – North County San Diego

- Provides 30 hours of services to a low-income, senior building/s located in North County
- Works with all residents to provide short-term case management by providing resources, helping to complete paperwork and explain benefits, and offering additional assistance that helps residents live more independent and healthy lives
- Works to identify higher need residents and provide them with ongoing assessment and case management to help them meet goals and maintain their housing
- Works collaboratively with other agencies to coordinate and provide services to residents

- Designs and coordinates weekly social and educational activities for residents
- Publishes monthly calendar of activities and passes them out to all units each month
- Works with building staff including property management, security and maintenance to resolve resident issues
- Provides de-escalation and crisis management as needed

HomeShare:

- Conducts initial screening of all program applicants and determines eligibility and appropriateness for HomeShare
- Completes all processes associated with enrollment of applicants, including personal interviews, home visits, and reference checks
- Obtains rental agreements and negotiates service exchange agreements
- Refers callers to appropriate housing resources and other community programs
- Keeps all documentation in files and spreadsheets up to date
- Maintains monthly program statistics and submits to supervisor in a timely manner
- Makes, at minimum, quarterly follow-up contact with clients who are in matches
- Provides mediation services to clients in on-going matches as needed
- Attends monthly meetings with the HomeShare Team

Housing Consultations:

- Answers and returns calls from older adults seeking affordable housing resources
- Refers clients to appropriate housing resources and other community programs as appropriate
- Follows-up with clients as appropriate to get update on their housing search and provides other resources and support as needed
- Accurate and timely documentation of all services provided

Housing Navigation:

- Provides case management both telephonically and in person to a small caseload of clients who are in need of housing options
- Provides linkages to housing and any other resource that may be beneficial
- Helps to remove barriers for older adults when searching for housing
- Follows-up with clients as appropriate
- Helps to build relationships with other agencies who provide housing, housing assistance or benefits assistance
- Accurate and timely documentation of all services provided

General Duties

- Attends meetings at ElderHelp's main office located in San Diego weekly or biweekly or as needed
- Adheres to the NASW code of ethics
- Other duties as assigned

MINIMUM QUALIFICATIONS

Minimum of a Bachelor's degree in the following fields: Social Work, Counseling, other Social and Behavioral Sciences, or Gerontology. Minimum of 2 years' experience working with seniors or affordable housing issues is required. Candidate must have excellent written and verbal communication skills and have strong conflict resolution skills. The ideal candidate has experience working with high-risk populations and has familiarity with mental and behavioral health. Bilingual Preferred.

SALARY

This is a fulltime, hourly position, \$16-\$18/hour DOE, plus benefits.

TO APPLY

Send cover letter and resume to Robin Strickland at rstrickland@elderhelpofsandiego.org. Please refer to our website for more information on services and programs. Please no phone inquiries, fax transmittals, or walk-ins.

This Job Posting is intended to describe the general nature and level of work being performed. It is not meant to be construed as an exhaustive list of all responsibilities, duties and skills required by this job classification. ElderHelp of San Diego is an equal opportunities employer that values diversity in its many forms. ElderHelp does not discriminate in its employment practices or policies on the basis of race, color, creed, ethnic or national origin or ancestry, age, gender, religious beliefs, sexual orientation, veteran status or disability.