



Housing Services 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 Housing Services 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 organizational, critical thinking, and listening skills, as well as the ability to be goal oriented, motivated, and provide excellent follow through are essential.

POSITION SUMMARY

This role is responsible for administering a variety of ElderHelp's housing solutions to help seniors find and maintain stable housing with an emphasis on service coordination for residents of an affordable senior housing building in Oceanside. The Housing Services Coordinator is part of the Housing Services Team and assists with housing consultations, helps seniors secure housing information and resources, and other assists with other projects that arise to ensure seniors remain stably housed.

REPORTS TO

Housing Services Manager

ESSENTIAL FUNCTIONS

*Please note that this job description includes all the tasks and duties that would regularly be performed by this position as well as the current job functions under COVID-19 Relief

COVID-19 RELIEF FUNCTIONS

Due to the current pandemic, all in home visits, direct client contact, and resident activities have been postponed until further notice to protect the safety and wellbeing of our clients and staff. During the pandemic, the Housing Services Coordinator:

- Provides case management services over the phone to ensure seniors' needs are being met during this time
- Provides follow up support to clients as needed

- Coordinates weekly food delivery to Oceanside residents and ensures their needs are being met
- Supports the in-office food pantry by helping to pick up, drop off, or assemble bags of food and essential supplies for clients (ElderHelp follows CDC safety recommendations)
- Helps Team coordinate volunteers to help with pick-ups and drop-offs of food and essential items to clients living in all senior housing buildings
- Conducts housing consultations
- Attends trainings through the San Diego Food Bank as directed by the Housing Services Manager
- Performs the general duties of this job description

REGULAR JOB FUNCTIONS

Residential Services – North County San Diego

- Provides 30 hours of services to a low-income, senior building located in Oceanside
- Works in partnership with property staff to ensure wellbeing of all residents
- 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 provides 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

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

General Duties

- Attends meetings at ElderHelp's main office located in San Diego weekly or biweekly or as needed
- Attends weekly meetings with Oceanside property staff members
- 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 (40 hours/week), \$16-\$18/hour DOE, plus benefits.

TO APPLY

Send cover letter and resume to Anya Delacruz at adelacruz@elderhelpofsandiego.org by 8/31/2020. 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.