

## 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 Service Coordinator requires a unique combination of social work 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 Housing Service Coordinator is responsible for a variety of duties to help older adults find and maintain stable housing. The position helps to administer ElderHelp's housing solutions which includes supporting residents of affordable senior buildings through service coordination and activities; providing housing resources and education through telephonic housing consultations; and providing housing navigation to help seniors find stable housing by removing barriers and providing linkages.

### **REPORTS TO**

Housing Services Manager

### **ESSENTIAL FUNCTIONS**

#### Residential Services

- Assists Housing Services Coordinators providing services in affordable senior buildings. Assistance may include the following:
  - Trips to the food bank on a weekly basis
  - Assistance with the food pantry and distribution to residents
  - Assistance with group activities
  - Assistance with providing short-term case management to residents

- Providing crisis intervention and de-escalation to residents when needed
- Working with Property Management to resolve resident issues
- Document all services provided accurately and timely

#### 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 need 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

- Helps with housing related projects as they arise
- Adheres to the NASW code of ethics
- Other duties as assigned

#### **MINIMUM QUALIFICATIONS**

Minimum of a Bachelors' degree in the following fields: Social Work, Counseling, other Social and Behavioral Sciences, or Gerontology. Minimum of 2 years' experience working with seniors and 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 and substance use disorders. Bilingual Preferred.

#### **SALARY**

This is a fulltime, hourly position, \$18-\$22/hour DOE, plus benefits.

#### **TO APPLY**

Send cover letter and resume to Robin Strickland at [rstrickland@elderhelpofsandiego.org](mailto:rstrickland@elderhelpofsandiego.org) by 8/13/2021. 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.*