



## **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, 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 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 primary responsibility of the Housing Services Coordinator will be providing coverage to a senior community located in Oceanside. This includes supporting residents, working with property management, working with the property developer along with other outside agencies to ensure that residents are given every opportunity to thrive in their housing. Other core duties include providing general housing support to seniors looking for affordable housing.

### **REPORTS TO**

Housing Services Manager

### **ESSENTIAL FUNCTIONS**

Residential Services – North County San Diego

- Provides 30 hours of services to a low-income, senior building/s located in Oceanside
- 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

#### Housing Calls

- Assists with calling community members who need housing resources
- Provides over the phone housing consultations linking seniors to resources that would be beneficial for them
- Assists with ongoing rent relief calls by answering questions about the program, assisting callers with starting and completing applications and assisting with uploading documents

#### Housing Navigation

- Provides case management both telephonically and in person to a small caseload of clients who need housing options
- 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

#### General Housing Support

- Attend housing meetings both within ElderHelp and the community
- Assist with other housing programs when needed

#### General Duties

- Provides accurate and timely documentations for all services
- Attends meetings at ElderHelp's main office located in San Diego as needed
- Attends ElderHelp events 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 full time, hourly position, \$18-\$21/hour DOE, plus benefits. This position is currently temporary for six months with the opportunity to become a permanent position.

**TO APPLY**

Send cover letter and resume to Robin Strickland at [rstrickland@elderhelpofsandiego.org](mailto: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.*