



## 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 - we are supportive, caring, and strive to strengthen lives*

*INTEGRITY - we do the right thing when no one is looking and remain focused on those we serve*

*COMMUNITY – we seek collaboration and effective communication*

*ACCOUNTABILITY – we are dependable and responsible*

*RESPECT – we honor the process of aging, consider the ideas of others, and value diversity*

*EXCELLENCE – we are responsive, innovative and strive for quality in all we do*

### Organizational Expectations

ElderHelp employees are expected to be flexible, positive, 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 skills such as assessment, intervention, and conflict resolution combined with knowledge and understanding of affordable housing in San Diego. The Housing Services Coordinator has strong organizational and critical thinking skills; is a good listener; is results and goal oriented; is motivated to help seniors find housing solutions; and has excellent follow through.

### POSITION SUMMARY

This is a hybrid position working remotely as well as in the office and in the homes of senior clients. The Housing Services Coordinator is responsible for a variety of tasks to help seniors find and maintain stable housing throughout San Diego, with an emphasis on Vista and other North County communities. The Housing Services Coordinator screens clients, conducts interviews, helps facilitate matches, and provides outreach to promote the HomeShare program. In addition, this position assists with other housing programs as needed and information and referral calls.

### REPORTS TO

Housing Services Manager

## **ESSENTIAL FUNCTIONS**

### **HomeShare**

- Conducts initial screening of all program applicants and determines eligibility and appropriateness for HomeShare with an emphasis in Vista and other North County communities
- Conducts personal interviews and home visits and completes reference checks for prospective seekers and providers
- Facilitates roommate matches and obtains rental agreements and negotiates service exchange agreements
- Makes, at minimum, quarterly follow-up contact with clients who are in matches and to clients who are awaiting matches
- Provides conflict resolution services to clients in on-going matches
- Supports the HomeShare program in other areas of the County as needed
- Refers callers to appropriate housing resources and other community programs
- Attends biweekly meetings with HomeShare Team

### **Outreach**

- Works with the Outreach Team to plan and implement targeted outreach that promotes the program and the organization and helps expand our services into North County San Diego
- Attends monthly networking meetings
- Participates in outreach activities such as health fairs and presentations

### **General**

- Assists with information and referral calls
- Assists with food distribution and coverage needs at in Oceanside residential community as needed
- Assists with other housing services as needed including housing consultations, housing navigation
- Keeps all documentation up to date
- This position requires driving between various ElderHelp program locations, as well as possibly transporting clients
- Maintains monthly statistics and submits to supervisor in a timely manner
- Adheres to the NASW code of ethics
- Other duties as assigned

## **MINIMUM QUALIFICATIONS**

Minimum Bachelor's degree in the following fields: Social Work, Psychology, Gerontology, and other Social and Behavioral Sciences. Candidate must have a minimum of 3 years' experience working with seniors, affordable housing issues, and other high-risk populations. The ideal candidate must have excellent written and verbal communication skills and have strong conflict resolution skills. The Housing Services Coordinator is patient and a good judge of character.

## **SALARY & BENEFITS**

This is a fulltime, hourly position, \$18-\$20/hour DOE, plus benefits. ElderHelp offers a generous benefits program:

- 100% employer paid Gold-level medical and dental plans

- No waiting period for benefits enrollment
- 100% employer-sponsored telemedicine solution
- Flexible and hybrid work schedule
- 401(k) plans and employer matching
- 10 paid holidays
- Employees are provided an additional one-week paid time off in addition to vacation and sick accrual
- Professional development
- Education reimbursement
- Team bonding days

### **WHO WE ARE**

ElderHelp has a culture of teamwork and inclusion where we believe we are better together. We value the differences in our community and believe those differences are what makes us a stronger organization. We offer opportunities for staff to participate in DEI trainings and create safe spaces to learn and share about this important work.

Our Board of Directors, staff, and volunteers come together with a shared passion for our mission supporting each other to meet the needs of the community we serve.

### **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.*