

**ROSS PROGRAM SERVICE COORDINATOR**  
**MILLS PARK TOWER**

**TITLE: Ross Program Service Coordinator, Mills Park Tower**

**SUMMARY: Under the direct supervision of the Mills Park Tower Manager, the Ross Program Service Coordinator (RPSC) is responsible for the development and implementation of the HA's Ross Grant Program in accordance with the Grant's Planning, Implementation and Outcome Measures as detailed in the E-Logic Model. In addition, the RPSC is responsible to collect and record all applicable data and provide reports that directly support independent evaluations to determine the effectiveness of the Ross Program at Mills Park Tower (MPT).**

**The RPSC deals with a diverse group of individuals such as; residents, residents' support contacts, home care workers, representatives of HUD, partner agencies such as The Oak Park Township Senior Services, other services organizations and programs, representatives of Medicare & Medicaid, and co-workers.**

**Independent judgment is required to plan, prioritize and organize diversified workload; while commitment to working in collaboration with on-site team is essential to the overall success of the ROSS Grant Program and the effective management of MPT.**

**SUPERVISION: The RPSC works within the Housing Authority's Resident Services Program under the supervision of the MPT Manager. The RPSC keeps the MPT Manager regularly informed of work-in-progress and programs planned and underway.**

**SUPERVISORY RESPONSIBILITY: This position has no supervisory responsibility.**

**ESSENTIAL FUNCTIONS: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

**ESSENTIAL FUNCTIONS cont.:**

The RPSC is responsible for coordinating services and programs for MPT residents assigned for Federal Public Housing Residents and provided by local and partner agencies, which focus on:

1. Establishing, organizing, managing and maintaining the ROSS Grant Program in accordance with the outcome measures in the E-Logic Model, and collecting and maintaining data for analysis;
2. Establishing comprehensive and strong alliances with community service providers;
3. Developing and building an array of on-site programs and services, and a broad network of referral options;
4. Effectively marketing the ROSS Grant Program to MPT residents;
5. Establishing and/or conducting:
  - a. Initial assessments to determine needs to be used as a basis for the development of programs and services
  - b. Service plans and service plan updates and enhancements
  - c. Case management services; including intake, assessment, education, and referrals
  - d. On-site programs and services
  - e. Referrals and referral tracking system
  - f. Comprehensive recordkeeping for all programs, services, and referrals, including attendance, follow-up, and outcome-based records
  - g. An effective and thorough documents and records maintenance system
  - h. Timely filing and reporting of all required documents and reports, including HUD reports, associated with the ROSS Grant Program
6. Coordinating a Program Coordinating Committee (PCC) with local service providers to ensure that program participants are linked to supportive services need to achieve and maintain self-sufficiency. The RPSC will act as a liaison between MPT residents, PHA, and local service providers.
7. Coordinating and ensuring that services are delivered on a regular, ongoing, satisfactory basis. Monitor and track ongoing provision of supportive services from community agencies.

8. Coordinating and sponsoring educational events which include topics related to healthcare, nutrition and wellness, exercise, digital and computer literacy, transportation, financial literacy, and opportunities for volunteering and mentoring.
9. Assisting the PHA in creating a resident group to promote self-sufficiency efforts and/or encourage MPT residents to build informal support networks with other residents, family, and friends.
10. Encouraging the formation of Civic Engagement and Self-Help Groups with residents and other community groups to address specific needs and foster a sense of community and support and assist residents' efforts to maintain self-sufficiency and independent living.
11. Keeping the case management and provider agencies up-to-date regarding the operation of the ROSS Program.
12. Travel as needed to meet with state and local service providers, partner agencies, and other program related individuals to ensure that needed services are delivered on a regular, ongoing, satisfactory basis.
13. Attend program-related training as required and/or approved.

**PERFORMANCE CRITERIA:** The RPSC's performance evaluation will include, but not be limited to, the following three (3) key performance areas:

1. Effective operation of the ROSS Grant Program in keeping with Grant Application, e-Logic Model, HUD, and Housing Authority requirements.
2. Referrals of residents to community services based on established service plans, and the effectiveness of follow through and tracking.
3. The effectiveness of program management, including initial assessments, resident files, service plans, program documentation, and monthly and annual reporting requirements.

**COMPETENCIES and SKILLS:**

1. Knowledge of procedures and eligibility for federal and applicable entitlement programs; legal liability issues relating to providing service coordination;
2. Knowledge of the aging process, elder services, disability services, drug and alcohol use and abuse by the elderly, and mental health issues;
3. Demonstrated ability to advocate, organize, problem-solve, and provide results for low-income elderly and/or persons with disabilities;
4. Demonstrated working knowledge of supportive services and other resources for seniors and /non-elderly persons with disabilities within the

local area

5. **Demonstrated ability to provide communications in a manner that is effective for an aging population and/or for persons with disabilities or limited English proficiency (LEP)**
6. **Strong written communication and demonstrated ability to effectively document key information and maintain thorough file notes.**
7. **Demonstrated ability to effectively collaborate and support operational team**
8. **Demonstrated ability to effectively address crisis and remain calm under pressure**
9. **Technical Capacity and Proficiency (Microsoft Office Suite/Yardi Voyager/ HUD Reporting Software)**

#### **REQUIRED EDUCATION, EXPERIENCE and LICENSES/CERTIFICATIONS**

1. **Bachelor of Social Work or degree in Gerontology, Psychology or Counseling is preferred; although other completed college degree is acceptable.**
2. **2-3 years' experience in social service delivery for seniors and/or people with disabilities.**
3. **Valid Driver's License & Proof of Insurance**
4. **CPR & AED Certification (Can be acquired after commencement of employment)**

**WORK ENVIRONMENT:** This job operates in a professional office environment. This role routinely uses standard Microsoft Office Suite, Yardi Voyager Software, office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

**PHYSICAL DEMANDS:** This is largely an office role but requires the ability to lift files and objects (15 to 20 lbs.), bend, stand and open filing cabinets, and walk the facility including climbing stairs to assist in wellness checks and guide visitors as necessary.

**POSITION TYPE AND WORK HOURS:** This is a full-time position. Days and hours of work are Monday through Friday, 8:30 a.m. to 5 p.m.

**OTHER DUTIES:** Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are

required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

## **APPENDIX A**

Supportive service to which residents might be connected will vary depending on the residents' needs, resident population, and available community resources. However, the spectrum of services offered should be as broad and responsive to the residents' needs as possible. Below are examples of services to be coordinated by the MPT ROSS Program Service Coordinator:

### **1. Life-Skills Training**

- Financial Literacy/Credit Repair/Banking/Money Management
- Dealing with forms including taxes/leases/health insurance/car insurance/ long-term care insurance, etc.
- Digital Literacy/Computer Skills Training
- Soft Skills Training including problem-solving and other cognitive skills, oral and written communication, effective and respectful interpersonal communication
- Information on Food-stamps, Social Security, Medicaid/Medicare, etc.,

**2. Health care coordination including referrals to mental health providers, drug and alcohol abuse treatment programs, and testing/treatment programs where appropriate.**

**3. Nutrition and wellness including off-site dining programs, meal services, healthy food planning & preparation, exercise and walking programs, smoking-cessation programs, etc.**

**4. Opportunities for mentoring and/or volunteering to promote social engagement and sharing of life-skills**

**5. Connecting residents with local organizations serving as IRS approved VITA sites; or bring those organizations on-site.**

**6. Coordination of transportation to enable residents to participate in various program activities and to support independent living.**

- 7. Personal and community safety**
- 8. Civic engagement resources and training**
- 9. Linkage to other social service agencies such as health departments, transportation agencies, recreational and cultural services, and educational institutes.**