

## JOB DESCRIPTION

JOB TITLE: ROSS (Resident and Self-Sufficiency) Service Coordinator  
DEPARTMENT: Cahto Housing SUPERVISOR: Housing Director  
SALARY LEVEL: DOE CLASSIFICATION: Non Exempt, Full-time  
SHIFT: 8:00 AM – 5:00 PM LOCATION: Cahto Tribal Office

### SUMMARY

The ROSS Resident Services Coordinator will be primarily responsible for the development and implementation of a Resident Opportunity and Self-Sufficiency (ROSS) program. The ROSS Service Coordinator will work under the direction of the Housing Director to assist families living in the Tribe's HUD housing to set and achieve goals that will promote self-sufficiency. Services will be provided that promote earned income, reduce and/or eliminate the need for welfare assistance and help make progress towards achieving economic independence.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Under the direction and/or authorization of the Housing Director the ROSS Service Coordinator will perform the following duties and responsibilities:

1. Coordinate supportive services and other resident empowerment activities designed to help Cahto Tribe' HUD housing residents attain greater self-sufficiency.
2. Responsible for planning, developing and implementing programs and services for residents, connecting residents with needed resources, working with existing partners and establishing new partnerships to leverage additional resources and opportunities for residents.
3. Assist participants in completing all necessary application and enrollment forms.
4. Assist in residents in creating goals and identifying barriers and developing plans to overcome challenges leading to success in becoming self-sufficient.
5. Link the resident to programs and services available to overcome any barriers.
6. Provide direct services to residents including social, instructional, homeownership counseling, employment assistance, and other resources as needed.
7. Have regular contact with clients including in person, by phone and in writing, develop contracts with the family or individual, and monitor participant progress.
8. Create and maintain a confidential environment.
9. Encourage residents to be proactive in meeting their social, psychological and physical needs. Promote wellness activities for all residents.
10. Work with people on GED or other educational goals, including assistance seeking financial aid, help filling out FASFA and other types of applications.
11. Conduct trainings for the community on subjects developed to help tenants become more self-sufficient.
12. Provide tenants informational brochures, information and other printed materials pertaining to area programs and services.

13. Create and maintain a directory of available service resources. Make referrals to services. Act as a liaison between participants and providers.
14. Actively seek new services for program support and maintain relationships with current service providers, and work on solidifying the services available.
15. Collaborate, meet with and partner with agencies and organizations for services available.
16. Plan and collaborate with other tribal departments and resources to plan for and offer life skills classes, educational and computer workshops, after school and summer camp programs for youth and community events
17. Manage data and keep organized records.
18. Follow housing regulations and policies, tribal personnel policies and procedures.
19. Work with the tribal housing committees.
20. Complete paperwork, monthly reports and case notes accurately and on a timely basis.
21. With the Housing director, Tribal Administrator and Executive Committee periodically evaluate program success, assist in preparing program/grant reports and assessing resident needs in developing new programs and policies.
22. Any other duties as assigned.

#### SKILLS KNOWLEDGE AND ABILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disability to perform the essential functions.

1. Must be able to be professional, courteous and respectful with program residents, community agencies and organizations, the public and Executive Committee and staff;
2. Must be well organized, punctual, communicate effectively with the public both orally and in writing;
3. Must be able to work independently when necessary;
4. Demonstrate a positive attitude when dealing with the pressure that develops from conflicts arising from occupant/community concerns;
5. Ability to diffuse difficult situations
6. Excellent communication skills, both verbal and written.
7. Experience in MS Office, up to date software and working with office equipment.
8. Meticulous record keeping skills to allow the Tribe to be able to report on the numerical data reflecting client needs and goals as well services offered, referrals made, client successes, challenges and competition of goals.
9. Experience creating/presenting information to groups.
10. Must express a willingness to learn, be trained and research assistance programs for the ROSS Program; willing and able to travel for training when available.
11. Be familiar with state, county and tribal resources and agencies providing education, training, mental health, substance abuse, economic development and other supportive services for youth and adults.
12. Must be able to work without direct supervision at times;

13. Understanding of methods and techniques of effective case management and assessment skills.
14. Able to generate promotional material and public relations releases.
15. Understanding of legal liability issues related to providing service coordination.

#### REQUIRED EDUCATION AND/OR EXPERIENCE

AA degree in related field such as Social Services, Psychology, Human Services, Counseling or related area;

AND

Two (2) years' experience in case management or related work;

OR

Equivalent combination of relevant education, training and experience that meets the requirement to successfully accomplish the assigned duties and responsibilities.

#### REQUIREMENTS

1. Must be at least 18 years of age;
2. Must Provide a DMV printout;
3. Possession of a valid California Driver's License, reliable transportation and insurance;
4. Pre-drug test;
5. Background check;
6. Commitment to drug free workplace;
7. Agreement to random drug tests;
8. Sign a confidentiality agreement;
9. Must be sensitive to the needs of the Native American community.
10. AA degree or related experience relevant to the duties above.
11. Proficient written and spoken English.
12. Type a minimum of 40wpm.

#### NATIVE AMERICAN PREFERENCE

Preference is given to qualified American Indians in accordance to the Indian Act, Title 25, U.S. Code Section 472 and 473. Applicants claiming Indian Preference must submit appropriate documentation of Degree of Indian or Tribal Certification by a federally recognized tribe.

This position is funded by a three-year grant from HUD which is eligible to renew every three years.