

BMAC:

Job Opening HUD Service Coordinator, Walla Walla WA

The Service Coordinator provides general service management to residents of one or more rental properties by assessing residents' needs and helping residents learn about and access a variety of community services. The Service Coordinator acts as an advocate, educator, community builder, liaison and facilitator. This position reports directly to the Housing Services Director and works closely with the rental management team, including the resident manager(s).

Blue Mountain Action Council is committed to creating an equitable organization that is inclusive and representative of the communities we serve. We recognize that our diversity is our strength, and it is critical to advancing our mission and enhancing the well-being of participants, staff, volunteers, and the community.

As an affirmative action/equal opportunity employer, it is our policy to provide equal employment opportunities to all qualified individuals without regard to race, color, religion, national origin, marital or veteran status, genetic information, gender, age, non-disqualifying physical or mental disability, sexual orientation or any other legally protected status.

HOW TO APPLY: Send completed BMAC application, resume and cover letter to:
HR@bmacww.org

The job application is available in our office or online at
<https://www.bmacww.org/jobs-and-employment-opportunities>

This position is open until filled. First review of applications will be held on July 29th, 2021. Questions: Lisa Mathias, Human Resources Director 509-529-4983

BLUE MOUNTAIN ACTION COUNCIL
Walla Walla, WA 99362

JOB DESCRIPTION

POSITION TITLE:	HUD Service Coordinator	REPORTS TO:	Housing Services Director
EMPLOYMENT STATUS:	Nonexempt	SUPERVISES:	No one

HOURS OF WORK: Up to 40 hours per week, based on contract funding.

SALARY: \$21.21 per hour

GENERAL DESCRIPTION/ BASIC FUNCTION: The Service Coordinator provides general service management to residents of one or more rental properties by assessing residents' needs and helping residents learn about and access a variety of community services. The Service Coordinator acts as an advocate, educator, community builder, liaison and facilitator. This position reports directly to the Housing Services Director and works closely with the rental management team, including the resident manager(s). Must comply with all program and Blue Mountain Action Council policies and procedures, and with confidentiality agreement. Must understand and follow the federal Fair Housing Act and related laws.

WORK CONDITIONS AND SITE: Work will take place primarily at the rental property's office. Meetings and other tasks may take place in Blue Mountain Action Council's main office, community partners' sites and other locations.

ESSENTIAL FUNCTIONS: *Includes the following. Other duties may be assigned.*

1. Information collection, reporting and record keeping
 - a. Complete thorough voluntary intakes of all residents, including medical, next of kin, contact numbers, pets, etc. Establish a general outline of needs, such as health, psychological, social, informing and assisting each resident in appropriate contacts.
 - b. Conduct research daily, analyzing and researching residents' and the community's resources and capabilities.
 - c. Maintain secured files on all residents, available only to the resident and Housing Services Director.
 - d. Complete case management reports for each client as required in HUD and CAP60.
 - e. Complete all data entry and HUD reports as required.
 - f. Maintain a file of forms and applications required by service providers so that residents can more easily access services.
 - g. Monitor the ongoing provision of services from BMAC and other agencies and keep the case management and provider agency current with the progress of individual clients. Manage the provision of supportive services when appropriate.
2. Referral and coordination duties
 - a. Serve as a liaison to community agencies, network with community providers, and seek new services available to residents.

- b. Develop, maintain and regularly update a Resource Directory including lists of state and local service providers—both private nonprofit and public agencies—that residents may contact for assistance. The directory should cover many categories; examples include meals-on-wheels, transportation, home health aides, homemakers, financial assistance, counseling, preventive health screenings, recreation and education providers, etc.
 - c. Seek and establish new contacts and/or services to better assist residents.
 - d. Seek input from clients/residents about their needs and interests, using that to help further develop the Resource Directory and linkages.
 - e. Help/facilities residents to:
 - i. Obtain benefits for SSI, Medicare, Medicaid, food coupons, prescription drug coverage, and other related governmental or state assistance.
 - ii. Obtain equipment and devices such as walkers, wheelchairs, talking books, visual aids, grab bars, devices for impaired hearing, service animals, and other related aids.
 - iii. Arrange for housekeeping services, transportation, meals, counseling, visiting nurses, personal assistance, legal advocacy, preventive health screening/wellness and other health-related issues.
 - iv. Form resident organizations within the property if the residents are interested. Such groups may assist residents in planning social events, organizing activities, and discussing daily life issues.
 - v. Form, build and/or access support groups (such as for grief, illness, depression, etc.).
 - vi. Mediate inter-resident disputes.
 - vii. Involve residents in Neighborhood Network Program.
3. Working with property management and service providers
- a. Assist property managers/staff and residents regarding safety or accessibility problems.
 - b. Meet with property managers/staff about issues related to aging in place and service coordination to help them better work with and assist the residents.
 - b. Assist case managers when requested, avoiding any liability issues.
4. Education and training
- a. Service Coordinator's training/education:
 - i. Fulfill educational requirements as outlined by HUD. The training guidelines enhance the service coordinator's current level of knowledge and skills that will improve his/her effectiveness in working with residents.
 - ii. Acquire and maintain membership in, and training through, the American Association of Service Coordinators (AASC).
 - iii. Each year, obtain a minimum 12 education training hours in fields/topics related to the job position.
 - b. Client education:
 - i. Organize/sponsor educational events on various topics, such as health care, agency support, life skills, referral sources, etc.
 - ii. Provide residents other information regarding community agencies and service providers. This can take the form of organizing presentations/events; distributing/posting consumer materials; maintaining bulletin board or an information center with appropriate materials.
 - c. Staff education: As appropriate, discuss with BMAC staff the particular client population(s). This would most likely be during Housing Services Division meetings, allstaff meetings, or with other client services staff.

Special notes: The Service Coordinator does not provide transportation to residents; does not provide support services directly or assist with other administrative work normally associated with managing the property; and is not an activities director. It is against BMAC policy for employees to transport clients in personal vehicles.

EXPECTATIONS OF ALL STAFF:

Accountability:

- Issues are raised and receive prompt responses
- Communicate with honest, authentic conversation, using active listening with staff and clients
- Maintain a high level of confidentiality
- Delegate responsibilities and trust the person/team will complete them to the best of their ability.
- Be well-versed in BMAC programs and services to fully meet client needs

Dignity:

- Value the contributions of each position and what it adds to the organization
- Everyone is treated as a whole, unique and capable person
- Honor the experiences and expertise our clients have regarding their lives
- Rebuild client's sense of self-worth and confidence

Diversity/ Equity /Inclusion

- Be a safe and accessible space for all
- Actively identify and root out systemic racism/implicit bias in the work place and commit to more inclusive practices
- Foster a sense of belonging among staff and clients
- Commit to a strong culture of Diversity/Equity/Inclusion

Spirit of Service:

- Deep desire to be in service to others
- Give clients our best effort/best work every time
- Stay present during client interaction
- Make an additional effort to meet client needs even when they don't fall within the scope of our programs

SKILLS AND ABILITIES REQUIRED:

1. Ability to read and comprehend difficult material.
2. Ability to provide clear, concise communication, reports and documentation as required.
3. Carry a pager or cell phone.
4. Maintain a clean, neat and appropriately professional appearance when on duty.
5. Keep Housing Services Director informed of all major situations.
6. Be courteous and considerate, and work effectively with residents, management team and all outside contacts.
7. Ability to handle difficult client situations, which sometimes might be confrontational and stressful.
8. Ability to lift up to 25 pounds.
9. Ability to organize and prioritize tasks.
10. Ability to meet and maintain education requirements as outlined by HUD and any additional education/training required by BMAC. This includes a minimum 12 education hours per year in a job-related field.
11. Ability to meet short- and long-term goals set by the Housing Services Director.

PHYSICAL DEMANDS: *The physical demands described here are representative of those that must be met by an employee to successfully perform the job's essential functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Sedentary work with occasional light physical work. Most duties are performed at a desk.

1. Must be able to lift 20 pounds.
2. Must be able to hear, speak, write and read.
3. Must be able to sit or stand at desk for the majority of time.
4. Repetitive motion; substantial motion of the wrists, hands and fingers using computer, filing and similar office tasks.

QUALIFICATIONS:

1. Understand and abide by the federal Fair Housing Act and related laws.
2. Education/work experience:
 - a. Bachelor's degree in Social Work, Agency Counseling or related field. AND
 - b. A minimum 36 training hours of classroom/seminar time fulfilling the education requirements as outlined by the U.S. Department of Housing and Urban Development, OR complete the HUD minimum training requirements within 12 months of initial hiring.
3. Previous experience as a case worker, social workers, or agency counselor is preferred.
4. American Association of Service Coordinators (AASC) certification is preferred.
5. Excellent written and verbal communications skills.

NOTE: This job description is a general description of essential job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform. All employees of BMAC are expected to perform tasks as assigned by supervisory/management personnel, regardless of job title or routine job duties.

(Revised 07-2021)

Addendum to Service Coordinator job description

Short-Term Goals

In order to accomplish long-term goals, it is valuable to outline short-term goals. In a projected 12-month period, the Service Coordinator should:

- 1 to 3 months:
 - Understand the basic requirements of a service coordinator.
 - Network with compatible SC programs and glean service ideas to replicate.
 - Schedule monthly educational programs for all residents: Home health aides, homemakers, financial assistance, counseling, preventive health screenings
 - Fulfill 9 education requirements.
- 4 to 6 months:
 - Be directed in the case manager position.
 - Obtain required forms and find instruction on when and how to use them.
 - Schedule and report on quarterly follow-ups with clients.
 - Fulfill 9 education requirements.

- 7 to 9 months:
 - Establish rapport with local service providers in order to bring more inexpensive and reliable resources for the low-income residents.
 - Educate staff on SC position and create a referral system for staff to notify the SC of clients' needs.
 - Market properties to local service agencies along with Manager and Assistant Manager. ○ Fulfill 9 education requirements.

- 10 to 12 months:
 - Be able to report on the program's effectiveness, current progress and future goals to BMAC Board, verbally and in writing.
 - Continue case management, providing educational monthly events.
 - Obtain the Professional Service Coordinator Certification. ○ Fulfill 9 education requirements.