



## 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, seriously 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 organizational, critical thinking, and listening skills, as well as the ability to be goal oriented, motivated, and provide excellent follow through are essential.

### **POSITION SUMMARY**

This role is responsible for administering a variety of ElderHelp's housing solutions to help seniors find and maintain stable housing with an emphasis on service coordination for residents of an affordable senior housing building in Oceanside. The Housing Services Coordinator is part of the Housing Services Team and assists with housing consultations, helps seniors secure housing information and resources, and other assists with other projects that arise to ensure seniors remain stably housed.

### **REPORTS TO**

Housing Services Manager

### **ESSENTIAL FUNCTIONS**

Residential Services – North County San Diego

- Provides 30 hours of services to a low-income, senior building located in Oceanside
- Works in partnership with property staff to ensure wellbeing of all residents
- 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 provides 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 Consultations:

- Answers and returns calls from older adults seeking affordable housing resources
- Refers clients to appropriate housing resources and other community programs as appropriate
- Follows-up with clients as appropriate to get update on their housing search and provides other resources and support as needed
- Accurate and timely documentation of all services provided

#### General Duties

- Attends meetings at ElderHelp's main office located in San Diego weekly or biweekly or as needed
- Attends weekly meetings with Oceanside property staff members
- 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 fulltime, hourly position (40 hours/week), \$16-\$18/hour DOE, plus benefits.

#### **TO APPLY**

Send cover letter and resume to Anya Delacruz at [adelacruz@elderhelpofsandiego.org](mailto:adelacruz@elderhelpofsandiego.org) by 9/30/2020. 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.***