



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 resources 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 and maintain housing; and has excellent follow through. The job may occasionally involve working in an environment where pest management measures are in place. We are seeking someone who has familiarity with working in an affordable housing building, and is comfortable working independently.

POSITION SUMMARY

This position requires working on site four days a week and allows one work from home day. The Housing Services Coordinator provides case management and group activities for the residents located in Downtown San Diego with the goal helping seniors maintain stable housing and live independently.

REPORTS TO

Housing Services Manager

ESSENTIAL FUNCTIONS

Housing/Residential Services

- Provides 40 hours/week of services to a low-income, single-room occupancy building in downtown
- Works with 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

- Goes to the food bank on a weekly basis and distributes food to residents during an in-person food distribution
- Designs and coordinates weekly social and educational activities for residents
- Publishes monthly calendar of activities and passes them out to all units each month
- Provides crisis intervention and de-escalation when needed
- Models appropriate and prosocial behavior at all times
- Works with Hotel Staff to resolve resident issues
- Maintains accurate and timely documentation of all services provided

Other Duties

- Helps with housing related projects as they arise
- Assists with other housing programs when needed, including ElderHelp's HomeShare program

General

- Assists with information and referral calls
- Assists with other housing services as needed including housing consultations
- Keeps all documentation up to date
- This position requires driving between various ElderHelp program locations, as well as possibly transporting clients
- Must maintain monthly statistics and submit 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, mental health and/or substance use disorders, 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, \$21-\$24/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. 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.