Housing Authority of the Town of Morristown

Position Title: Social Service Coordinator

Department: Operations

Reports To: Executive Director

Prepared Date: 01/07/2020

FLSA Status: Non-Exempt

Approved By: Keith Kinard

SUMMARY

Under the direction of the Executive Director or his/her designee, the Social Service Coordinator is responsible to coordinate, supervise, and monitor facility services and programming for low-income family and senior residential sites. This position involves the operation and maintenance of the Marion Sally Recreation Center and three (3) senior sites located in Morristown, New Jersey, owned by the Morristown Housing Authority (MHA). Primary responsibilities include locating and securing a variety of social, recreational, health, employment training and community activities to serve MHA residents. This position must interact with social service agencies, community organizations, private businesses, area residents and the general public. Supervision of support staff may be required including assigning work schedule and providing training, where necessary. The position will be directly involved with scheduling activities for the facilities, oversight of program/service providers conducting activities in the facilities, and individual case management as required.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may also be assigned.

General Administration

- Coordinate and monitor all aspects of service delivery including assessment, and evaluation of services and programs
- Partner with community agencies, organizations and businesses
- Maintain communications with the community and residents in order to develop good public relations
- Develop and maintain operational program procedures in accordance with appropriate policies
- Ensure compliance with facility policies and procedures
- Assist in the preparation and oversight of program budget, when applicable
- Maintain records and prepare required reports
- Oversee staff scheduling and supervise their work, when applicable
- Ensure and oversee safe, clean and sanitary facility spaces
- Perform individual case management services, when applicable
- Assume additional responsibilities as assigned by the Executive Director and/or his/her designee of the Morristown Housing Authority
Social Service Coordinator

Behavioral Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Leadership: Provides direction by clearly and effectively setting course of action for department and subordinates; and manages performance by providing regular feedback and reinforcement to subordinates.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind; and recognizes working colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing; demonstrates attention to, and conveys understanding of, the comments and questions of others; and listens effectively.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does fair share of work.

Qualifications

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 disabilities to perform the essential functions.

Job Competencies

- Knowledge of basic office practices, procedures, and equipment
- Knowledge of the principles of management and supervision
- Knowledge of basic English and the ability to communicate effectively, both verbally and in writing
- Knowledge of mathematics sufficient to perform calculations and analyze financial outcomes
- Ability to maintain required records
- Ability to read, interpret, and analyze HUD regulations, PHA policies, and guidelines to make sound decisions
- Ability to prepare clear, concise reports and make astute recommendations
- Ability to use basic office equipment such as telephone. Fax, copier, E-mail, Windows, PowerPoint, and other computer functions and software
- Ability to communicate clearly to diverse audiences on all job-related topics
- Ability to establish and maintain effective working relationships and collaboration with peers, supervisors, residents, community agencies, and the public
- Ability to manage multiple priorities and multiple demands to accomplish tasks
- Skilled in analyzing situations in order to identify problems, offer possible solutions, and make decisions
Social Service Coordinator

- Valid New Jersey Driver’s License required along with personal vehicle insurance
- Bilingual (Spanish) skills a plus

Education and/or Experience

- Minimum high school graduate or possession of a high school equivalency diploma and/or;
- BA in Sociology or Human Services and/or;
- At least three years of full-time experience in managing, supervising operations and programs in a health, education, or social agency and/or;
- At least three years of full-time experience with a low-income public housing agency or similar affordable housing agency.

Language Skills

Ability to read, analyze, and interpret budgets, financial reports, operating schedules, and governmental regulations. Ability to conduct research. Ability to write proposals, narrative reports, correspondence, and procedure manuals that are generally error free. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, percent and basic statistical data and to draw and interpret bar graphs.

Reasoning Ability

Ability to solve complex problems and deal with a variety of variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have strong computer skills (MS Word, MS Excel). Must be able to learn other recording, information systems, or computer software as necessary.

Certificates, Licenses, Registrations

Must possess a valid New Jersey driver’s license. May be required to use personal automobile for local job-related duties.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
While performing the duties of this job, the employee is frequently required to sit, stand, walk and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, outdoor weather conditions, high, precarious places and vibration. The noise level in the work environment is usually moderate.

**Uniform Requirements**

Employee may be required to perform all functions of job responsibilities in a uniform provided by employer.

Email application and resume to hr@morristownha.com. Housing Authority of the Town of Morristown is an Equal Opportunity Employer.

**Read and Acknowledged:**

Employee Signature: ___________________________ Date: ______________

Employee Name (Printed): ______________________