

HOUSING AUTHORITY OF THE CITY OF BRIDGEPORT

150 Highland Avenue
Bridgeport, CT 06604
Phone: (203) 337-8900
Fax: (203) 337-8830
TDD: 1800-545-1833 Ext.226

JOB DESCRIPTION

JOB TITLE: Resident Services Coordinator for Elderly/Disabled
EXEMPT:
SALARY RANGE: Minimum: \$37,000 Maximum: \$55,000
EMPLOYEE REPORTS TO: Director of Resident Services
PREPARED BY: **DATE:**
APPROVED BY: **DATE:**
EXPIRATION DATE:

General Statement of Duties

Reporting to the Director of Resident Services, the Resident Services Coordinator for Elderly/Disabled is responsible for the coordination of support services for the Authority's elderly and disabled resident population. Provide individual and group counseling and act as an advocate for residents. Work directly with site managers and social service agencies to ensure that the BHA residents receive services that would help them maintain their independence.

Key Duties/Essential Job Functions

1. Assist residents to obtain needed health and social services, which may include helping them complete forms; i.e., Title XIX, Food Stamps, ConnPACE, rent subsidy, nursing home applications, etc.
2. Provide ongoing case management services to residents. These services will include development and monitoring of individual service plans, individual and family counseling outreach, advocacy, coordination of collateral services, and development of social supports.
3. Set goals, plan for intervention and services. Implement, the services planned, monitor, reassess and terminate services.
4. Conduct psychosocial assessment of residents as needed.
5. Organize other specialized assessments of participants; i.e., substance abuse, learning disabilities.
6. Make referrals to appropriate agencies/services and following up on referrals.
7. Work with residents' families as needed.
8. Act as an advocate for residents in negotiating the healthcare and social systems.
9. Maintain client records, provide client information for case monitoring, review and evaluate as required.
10. Generate community resources to benefit the residents.
11. Develop a mission for adults that emphasize empowerment and clients will being.

12. Participate in meetings with housing managers, community organizers and other staff, and be aware of needs to coordinate efforts to provide assistance.
13. Provide benefits counseling for residents with Medicare, Medicaid & supplemental insurance policies, QMB, SLMB, etc. and assist with applications for appropriate programs.
14. Coordinate with the Resident Services Department all social service interventions and outreach programs for residents of the complex. Monitor all activities.
15. Provide ongoing case management services for congregate residents including individual and family counseling, advocacy, coordination of collateral services and develop social supports.
16. Supervise Resident Life Coordinators, assist them with referrals to local agencies, review monthly reports to ensure consistency and complete performance appraisals.
17. Supervise the activity manager, monitor educational, social therapeutic program for effectiveness.
18. Generate community resources to benefit residents. Review referrals from managers.
19. Other duties as requested.

Qualifications/Education

Bachelor's Degree in Social Work, Gerontology or related field. Masters preferred. Three years experience working with the elderly/disabled population, preferably in a low-income neighborhood or social service organization in a large complex service-oriented environment. Clinical skills include crisis intervention and counseling as well as interviewing and interpersonal relationship development. Must have the ability to listen and communicate with a broad range of individuals and agencies as well as have an understanding of a multi-ethnic population. Demonstrate an interest in working with the public housing community. Knowledge of creative and innovative approaches in social program techniques that will help improve the quality of life for our entire resident population. Knowledge of the social service network in the Greater Bridgeport community. Work independently with minimal supervision. Able to work flexible hours and be a team player. Excellent oral and written communication skills. A working knowledge of public housing programs. Demonstrated proficiency in MS Office Suite. Possess a valid CT driver's license.

Working Conditions/Physical Requirements

Typical office environment and able to attend meetings, trainings and travel to BHA sites unaccompanied.

AN EQUAL OPPORTUNITY EMPLOYER M/F/V

Candidates must pass background checks.

Submit Cover Letter/Resume to:

Bridgeport Housing Authority
Attention: H.R. Dept.
150 Highland Avenue
Bridgeport, CT 06604
No telephone calls
Fax (203) 337-8830
TDD #1-800-545-1833, Ext. 226
EOE/AA

Posting open until: 4/4/08

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