

**Red Wing Housing & Redevelopment Authority
Professional Employment – Position Description**

Title: **Resident Support Specialist (RSS)** Date: **June 13, 2018**

Dept: **HRA** Reports to: **Social Services Coordinator**

Salary **Min:** **Mid:** **High:**
See Vacancy Announcement

PURPOSE: The Resident Support Specialist, under the supervision of the Social Services Coordinator, serves as liaison between Jordan Tower residents, staff, family and the community. This individual serves as an advocate who assists residents and their families to resolve any social, adjustment, or emotional problems and provide assistance in meeting terms of tenancy. In addition, the Resident Support Specialist may work with HRA Family Public Housing, Section 8 and homeless programs, as assigned.

DUTIES, RESPONSIBILITIES, ESSENTIAL FUNCTIONS:

| Category/ Function | Duties & Responsibilities |
|-------------------------|---|
| Social Services | <ul style="list-style-type: none"> • Evaluate and monitor resident’s health, psychological and social needs and provide case management as necessary. • Create/Maintain a directory of service providers for use by residents, family and staff. Provide referral to supportive services needed to live independently. • Assist residents in obtaining public/private services. • Provide advocacy for residents. • Assist residents in fundraising activities and in creating/sustaining volunteer programs. • Assist the SSC with Annual Open House, Family Meetings, I’m OK Program and monthly newsletter. • Work and consult with tenant organizations, SEMCAC Site Council and service providers where appropriate. • Conflict Resolution |
| Tenant & Family Support | <ul style="list-style-type: none"> • Evaluate and monitor resident’s health, psychological and social needs and provide case management as necessary. • Create/Maintain a directory of service providers for use by residents, family and staff. Provide referral to supportive services needed to live independently. • Assist residents in obtaining public/private services. Monitor Independent Living Services Program. • Provide advocacy for residents. • Welcome new tenants and review policies and procedures. • Serve as an advisor to the Jordan Towers Resident Council and assist them in fundraising activities and provide technical support for their activities. • Assist tenants with conflict resolution. |

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| | <ul style="list-style-type: none"> • I'm OK program. • Assist with development of policies and procedures for Jordan Towers. • Assist SSC with 6 tenant meetings a year. • Monitor and document length of absences of Jordan Towers tenants and make necessary notifications. • Assist tenants with questions related to Medicare, insurance, taxes, phone services, cable etc. |
| Crisis Management | <ul style="list-style-type: none"> • Death of tenant or spouse. • Tenant illness or transfer to hospital or nursing home. • Mental health issues including Alzheimer's, dementia, depression, chemical dependency etc. • Emergency alarms response (medical & fire) – assist as needed, call family. • Counsel and support tenant and/or family until formal consult can be put in place. |
| Public Relations | <ul style="list-style-type: none"> • Member of various boards relating to the position, as approved. • Speak to civic organizations about Jordan Towers. • Keep contracts current with Independent Living Services Providers. • Assist the SSC and HRA with Jordan Towers Open House. • Family Meetings • Assist with grant writing and reports. • Conduct tours of Jordan Towers as needed. • Assist with National Night Out Celebration. |
| Communications | <ul style="list-style-type: none"> • Assist SSC with monthly Tower Talk. • Assist SSC with bi- annually Family Chatter. • Communicate and document tenant issues to the appropriate HRA staff members. • New releases to the newspaper about Towers activities. • Communicate with other social service agencies, health agencies and RW Senior Center, as needed, to coordinate services for tenants • Serve as a liaison between HRA staff and tenants so that issues are resolved to the benefit of all. • Attend weekly staff meetings. • Attend board meetings when needed. • Speak at certain scheduled meeting, such as Tenant or Resident Council meetings. |
| Administrative Support | <ul style="list-style-type: none"> • Develop and maintain mailing lists. • Developing and delivering informational fliers as needed for Towers activities. • Tenant files. • Sales of bus tickets, stamps, laundry cards and collection of funds for tenant activities. • Plan, purchase and serve meals at tenant meetings. • Deliver food donations to the Food Shelf. |

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| | <ul style="list-style-type: none"> • Assist the Executive Director with the administration of the Senior Dining Services contract. • Assist Resident Council with agenda/minutes • Assist Resident Council with grant applications that benefit the residents. • Maintain Budget/billing tenant and family support. |
| General | <ul style="list-style-type: none"> • Effectively represent the HRA in written and verbal communications with various Federal, State and local agencies. • Perform other duties as assigned. |

QUALIFICATIONS:

Bachelor Degree with two years of related experience is preferred. Individuals without a degree that have three to five years of experience in social service delivery with seniors and the disabled may be considered for hire.

KNOWLEDGE, SKILLS, EXPECTATIONS:

- Training in the aging process, disability services, entitlement programs, mental health and alcohol and drug abuse issues preferred.
- Computer skills a must.
- Must pass criminal background check.
- Knowledge of aging process and the needs of the senior population.
- Ability to communicate and work effectively with seniors and senior providers.
- Customer service and good communication skills a must.

SUPERVISORY RESPONSIBILITIES:

This position does not require any supervision of employees.

SCHEDULE FOR EVALUATION:

My signature below indicates that I have reviewed this job description, have received a copy of it, and have had an opportunity to prepare an addendum.

Employee Signature

Date

Position description will be reviewed annually as part of annual performance review and goal evaluation.