



Position Description

Position Title:	Elder Care Specialist	Department:	Resident Services
Reports to:	Resident Services Manager	Employment Status:	Part-Time
FLSA Status:	Non-Exempt	Date Created:	October 2017

Summary

The primary purpose of this position is to plan, organize, and coordinate services and programs that provide elderly and disabled residents the opportunity to live independently. The incumbent engages with and assesses residents to determine their needs and to provide useful resources and services. In addition, the incumbent is responsible for maintaining positive working relationships with local social service and provider organizations.

All activities must support The Greenville Housing Authority's ("TGHA" or "Authority") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Interviews residents or conducts in-home visits to complete a needs assessment, and arranges services for obstacles/issues as presented.
- Develops case plans with residents individually, as a family, or with other responsible individuals, to help elderly and mentally and physically disabled residents remain in the least restrictive housing environment and remain independent.
- Responsible for accuracy and consistency of data entry and case notes in software database regarding new and existing residents. Reports issues or inconsistencies and offers feedback to Resident Services Manager as needed.
- Identifies current and ongoing activities by local, state, and federal entities addressing senior issues.
- Promotes use of program services that maximize residents' capabilities and external resources to improve health and social functioning.
- Refers residents to appropriate supportive services, community agencies, and resources; provides links to resources such as: transportation, medical and mental health care, social interaction, legal, financial, and placement recommendations as necessary.
- Prepares correspondence and technical and status reports, in a timely manner, to keep management informed of the progress of senior and disabled services.
- Partners with local community groups, social service organizations, and businesses to coordinate events and programs for the residents.
- Recruits, trains, and supervises volunteers assigned to various elderly program activities.
- Plans, implements, and promotes activities such as parties, holiday events, trips, healthcare education events, social events, and other special events for residents.
- Prepares and submits requests and applications for services; may research or contact residents to acquire missing information.
- Assists elderly and disabled residents in resolving administrative issues.



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- Provides residents with transportation as needed.
- Accompanies residents to doctor's appointments and assists in tracking such appointments.
- Completes other related duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

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; 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. Recognizes work 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; listens effectively.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

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

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Job Competencies

- Knowledge and understanding of HUD regulations and public housing management, and comprehensive knowledge of Authority policies and procedures.
- Knowledge of case management processes including intake, assessment, and referral. Skills in maintaining accurate, thorough, and confidential case records in compliance with applicable programs.
- Knowledge of the community, its resources and dynamics applicable to the delivery of Authority programs in assigned areas of responsibility.
- Considerable knowledge of social work and resources available through community service agencies.
- Knowledge of the typical problems and needs of the senior/disabled population.



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- Knowledge of the aging process, elder/senior services, disability services, alcohol and drug abuse by the elderly, mental health issues and entitlement programs.
- Skill in composing accurate and timely programmatic reports in compliance with related regulations.
- Skill in customer service and resident relations.
- Ability to represent the Authority effectively in making presentations and conducting meetings with clients and community/public organizations.
- Ability to understand and follow moderately complex written and oral instructions and to communicate and relate to persons of diverse backgrounds, ages, and abilities.
- Ability to perform duties with a high degree of judgment, discretion, and confidentiality.
- Demonstrated skill in providing instruction on the HUD and TGHA program requirements to potential participants.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, service providers, and local, state, and federal officials; Ability to communicate with people from a broad range of socio-economic backgrounds

Education and/or Experience

Bachelor's Degree in social work, human services, psychology, gerontology, or other related field and a minimum of three (3) years of progressively responsible experience in social work. Must obtain Self-Sufficiency Case Management Certification within nine (9) months of hire. An equivalent combination of education and experience may be considered.

Some positions may require possession of a valid driver's license and the ability to be insurable under the Authority's automobile insurance plan at the standard rate.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

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.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 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.



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Office environment. The noise level in the work environment is moderate. The position occasionally works on Authority properties, which may cause the employee to experience a range in temperatures and other weather conditions. The noise level may be loud and the environment may be more hazardous than a standard office environment. This position may be required to work with contractors as well as Authority residents.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]