Housing Services Coordinator

Mission

ElderHelp provides services and information that help seniors live independently and with dignity.

Values

Compassion ~ Integrity ~ Community ~ Accountability ~ Respect ~ Excellence

Organizational Expectations

ElderHelp employees are expected to be flexible, positive, contribute to the solution, seriously integrate the organization’s values into their work, and work hard to make a difference in the lives of seniors.

POSITION SUMMARY

The Housing Services Coordinator is responsible for a variety of duties that facilitate affordable housing alternatives for seniors. The Housing Services Coordinator has strong administrative and direct client service skills. The Housing Services Coordinator assesses, interviews, and finds suitable roommate matches for our HomeShare program, as well as providing mediation and ongoing support to participants. The Housing Services Coordinator assists in providing information and referrals to seniors looking for affordable housing options. The Housing Services Coordinator is a team player who is patient, flexible and has excellent conflict resolution and critical thinking skills.

REPORTS TO

Care Coordination Manager

ESSENTIAL FUNCTIONS

Housing Services

- Prioritizes client correspondence including inquiries and applications to promote a streamlined process
- Conducts screenings and determines eligibility and appropriateness for Housing Services programs
- Makes, at minimum, quarterly follow-up contact with clients who are in matches and to clients who are awaiting matches
- Conducts personal interviews and home visits and completes reference checks for prospective HomeShare clients
- Facilitates roommate matches and obtains rental agreements and negotiates service exchange agreements
- Provides mediation services to clients in ongoing matches
- Refers callers to appropriate housing resources as well as other community resources
- Maintains accurate and timely documentation of client interactions
- Attends ongoing Senior Housing Services team meetings
- Helps with the coordination of special events and activities
- Provides coverage as needed to Senior Housing Services team at residential buildings
General
- Participates, as needed, in outreach activities and other events that help promote ElderHelp
- Adheres to the NASW code of ethics
- Attends monthly networking meetings as needed
- Other duties as assigned

MINIMUM QUALIFICATIONS
Minimum of a Bachelor’s degree in the following fields: Social Work, Counseling, other Social and Behavioral Sciences, or Gerontology. Minimum of 2 years’ experience working with seniors or affordable housing issues is required. The ideal candidate must have excellent written and verbal communication skills and have strong conflict resolution skills.

SALARY
This is a fulltime, hourly position, $16-18/hour DOE, plus benefits.

TO APPLY
Send cover letter and resume to Claudia Gavin at cgavin@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.