

JOB DESCRIPTION**POSITION: Service Coordinator Supervisor & Eviction Prevention Specialist****REPORTS TO: HUD Properties Administrator****LOCATION/PROPERTIES: Portland Region, HUD****HOURS: Monday-Friday, 8:45 AM - 5:15 PM****JOB STATUS: Full Time; Non-Exempt****ISSUE DATE: April 15, 2024**

POSITION SUMMARY: The Service Coordinator Supervisor & Eviction Prevention Specialist provides supervision and oversight of the resident services staff and case management services to residents who are at risk of eviction within the HUD property management department. They also coordinate a variety of educational services and activities for residents.

ESSENTIAL FUNCTIONS/TASKS:

HUD Properties Supervisory & Administrative Duties:

- Supervise Service Coordinators, including but not limited to trainings, meetings, policies, events, and collaborating on resident related issues.
- Collaborate with staff members to assist in the creation of HUD Properties policies and the Service Coordinator Handbook.
- Meet regularly with the HUD Properties Administrator and Management Team to collaborate and provide input on issues spanning the four HUD properties.
- Provide ongoing oversight and quality assurance reviews for all Service Coordinators and the overall Service Coordination department.
- Maintain relationships with universities and community partners to support intern programs, student volunteers, community volunteers, and other partnerships, negotiating partnership agreements as needed.
- Provide input and assistance to staff and residents on lease violation enforcement, House Rules violations enforcement, FYI Letters, Notice of Disturbance Letters, Termination Letters, and plans for remedies.
- Provide oversight in collecting data including but not limited to annual service survey, satisfaction surveys, resident needs surveys, and HUD reporting requirements with assistance from all other staff and interns.
- Organize relevant educational opportunities for staff in coordination with HUD Properties Administrator.
- Supervise Service Coordinators in the creation of site-specific recreational activities for tenants.
- Organization of all universal programs (i.e. Health Fair, Multicultural Fair, Holiday dinners and events, Beach Trips, etc.).
- Monthly newsletter publication for all four properties.
- Create & manage Service Coordinator budgets and accounts payable; oversee petty cash spending.
- Participate in community networking and various committees to improve the service availability to our residents.

Eviction Prevention and Resident Education Duties:

- Design and present to residents on various housing related topics including Emergency Preparedness, Buried in Treasures hoarding workshops, Fair Housing, lease education, and other Lunch & Learn topics as needed.
- Meet with residents who have received a 30-14 eviction notice and develop a strategic plan to avoid eviction, to include more hands-on case management with the resident, as needed.
- Receive ongoing training to include various "train-the-trainer" opportunities to be able to further educate residents and staff.
- Provide trainings to all staff in an effort to further our goal of providing trauma-informed services.

EXPERIENCE, TRAINING, SKILLS REQUIRED:

- Training in the aging process, elder services, disability services, eligibility for and procedures of Federal and applicable State entitlement programs, legal liability issues relating to providing service coordination, drug and alcohol use and abuse by the elderly, and mental health issues.
- Two to three years experience in social service delivery with senior citizens and people with disabilities.
- Two years experience in supervising employees and demonstrated ability to provide direction and leadership.
- Demonstrated working knowledge of supportive services and other resources for senior citizens and non-elderly people with disabilities in the area served by our department.





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 Portland, OR 97205
 503.242.2900
 schnitzerproperties.com

EDUCATION:

A Bachelor of Social Work or degree in Gerontology, Psychology or Counseling is preferable; a college degree is fully acceptable. However, individuals without a degree, but with appropriate work experience may be hired.

LICENSE OR CERTIFICATE REQUIRED:

Valid Driver's License and registered automobile.

TRAVEL REQUIREMENTS:

Travel to assigned properties required.

PHYSICAL REQUIREMENTS:

Simple grasping of objects/files weighing 5-10lbs. daily. Daily pushing/pulling/lifting 15-30lbs. such as desk drawers and storage boxes. -Skillful manipulation needed to change printer ribbon, adding machine tape, computer paper. Skillful manipulation to type and write (sometimes while talking on the phone). Manipulation required to insert and turn keys. Dexterity to count money (paper and coin). Ability to manipulate automobile components required to drive.

MOTION REQUIREMENTS:

Percentage of time during the **normal** workday the employee is required to:

Sit	50%	Climb	0%	Lift	10%
Stand	10%	Squat	5%	Walk	10%
Kneel	5%	Crawl	0%	Drive	2%
Bend	5%(45 degrees)	Reach	3%	Twist	0% (45 degrees)

MENTAL REQUIREMENTS:

Remembering, analyzing, reading, writing, speaking, counting, reasoning, concentrating, communicating, calculating, organizing, prioritizing and anticipating. Also, some judgment and decision making requirements.

SENSORY REQUIREMENTS:

Read, write and speak English. Speech, vision, touch, smell and hearing.

ENVIRONMENT FACTORS/HAZARDS:

Office: Normal temperature/humidity. Inside average of 8 hours per day. Minimal outdoors exposure. Field: A disaster site (such as fire, earthquake, windstorm, flood, chemical, etc.) could pose a significant individual physical and emotional exposure and a situation not necessarily conducive to personal safety.

EQUIPMENT/PROTECTIVE CLOTHING USED:

Telephone, computer, printer, word processing and spreadsheet software, electronic calculator, photocopy machine, fax machine, ladder, keys, automobile. Office supplies: forms, pens, paper, pencils, stapler. At a disaster site, such as fire, earthquake, windstorm, flood, chemical, etc., additional protective equipment and clothing may be required.

WAIVER:

Job functions are subject to possible modification to reasonably accommodate individuals with disabilities. Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee will possess the abilities or aptitudes to perform each task proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees. This job description in no way states or implies that these are the only tasks to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related tasks requested by their supervisor. This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

I have read this job description and understand the requirements, essential functions and duties of the position.





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Employee Signature

Date

Supervisor Signature

Date

Original: Human Resource/Personnel File
Copies: Employee
Employee's Supervisor

