

COMMUNITY SERVICES COORDINATOR
(Albany Housing Authority)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision the incumbent is responsible for coordinating and implementing programs designed to promote good resident-management relationships and programs to help meet the health, education, and welfare needs of residents. Supervision may be exercised over the work of subordinate staff.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Introduces and coordinates programs offered by various public or private services into Housing Authority developments; such as the Visiting Nurses Association, Department of Parks and Recreation, Aging Services, etc;
- Provides information, through written and oral communication, regarding agencies, services, and facilities beneficial to low-income housing residents;
- Coordinates and works with the programs providing advice to residents of all ages and their families regarding employment services, health, community, and social services, and educational opportunities;
- Disseminates information to Community Service Workers and residents regarding new or changed policies of management that affect tenants and issues flyers and conducts informal meetings to explain these;
- Keeps abreast of city, state, and federal programs of assistance or services and disseminates this information to the Community Service Workers and residents by written and/or informal oral communication;
- Supervises the work of Community Service Workers involved in various programs throughout the Housing Authority;
- Holds discussions, attends resident meetings and manages meetings to act as a liason between the two;
- Prepares reports as required;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of local public facilities and service agencies;
- Good knowledge of the public housing policy of the Authority;
- Ability to communicate orally and in written form;
- Ability to plan and supervise the work of others;
- Ability to sight objectives, plan and develop programs;

- Ability to establish and maintain satisfactory relationships with others;
- Ability to secure the cooperation of others;
- Good judgement;
- Initiative;
- Resourcefulness;
- Tact;
- Courtesy;
- Good knowledge of personal computers and office equipment;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or NYS registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree (or higher) in Public Administration or a related field; **OR**
- B. Graduation from a regionally accredited or NYS registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree in Civil and Public Service or related field, and two (2) years full time paid experience in work related to social welfare, community services, case work or public administration; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma and four (4) years full time paid experience as defined by the limits of (B) above;
- D. Any equivalent combination of training and experience as defined by the limits of (A), (B) and (C) above.

Issued: 10/21/81
Rev.: 01/30/08