

COMMUNITY SERVICES COORDINATOR
(Albany Housing Authority)

DISTINGUISHING FEATURES OF THE CLASS: The incumbent has responsible charge 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. This is responsible community service work of a varied nature involving developing, coordinating and implementing programs between and within Housing Authority developments. The work is performed under the general direction of the Executive Director of the Housing Authority. General supervision may be exercised over the work of small subordinate community service and clerical 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, social services, and educational opportunities;
- Disseminates information to Community Service Workers and residents regarding new or changed policies of management that affect tenants, 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 managers meetings to act as a liaison 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;

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- Good knowledge of personal computers and office equipment;
- Ability to communicate orally and in written form;
- Ability to plan and supervise the work of others;
- Ability to define objectives and plan and develop programs to meet these;
- Ability to establish and maintain satisfactory relations with others;
- Ability to secure the cooperation of others;
- Good judgment;
- Initiative;
- Resourcefulness;
- Tact and courtesy;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or New York State registered college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's degree in Public Administration or a community services related field; **OR**
- B. Graduation from a regionally accredited or New York State registered college or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree in Public Administration or a community services related field and two (2) years of responsible fulltime, paid experience in work related to social welfare, community services, casework or public administration; **OR**
- C. Graduation from high school and four (4) years of responsible fulltime, paid experience in work related to social welfare, community services, casework or public administration; **OR**
- D. Any equivalent combination of training and experience as defined by the limits of (A), (B) and (C) above.

Revised: 10/21/81
5/29/02