

## *Job Openings*

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**Position Title:** COMMUNITY OUTREACH SPECIALIST  
**Job #:** 05-SS-0011  
**Program:** Social Services  
**Reports to:** Community Outreach Manager  
**FLSA:** Full-Time, Non-Exempt  
**Wage:** DOE

### **SUMMARY:**

Provides case advocacy and assistance to older adults who are victims of elder abuse and financial exploitation and staff support and coordination of program activities in conjunction with the Vulnerable Adult Abuse Task Force and its related activities. Recruits and supervises volunteers in the Victims of Crime Assistance Program (VOCA). Provides support to the daily operations of the State-wide Health Insurance Benefits Advisors (SHIBA) HelpLine program and targets outreach and education specific to Medicare and Medicaid Fraud. Coordinates community education, outreach and awareness for the VOCA and SHIBA programs.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Screening, intake and follow up casework for older adult victims of fraud, abuse and financial exploitation.
- Plan and schedule monthly Vulnerable Abuse Task Force and Multidisciplinary Team meetings and maintain task force documents, agreements and meeting minutes.
- Develop community education and awareness outreach plan for the VOCA and SHIBA programs.
- Develop presentation materials, schedule and deliver community presentations.
- Recruit, train and supervise VOCA volunteers.
- Provide backup support of daily SHIBA program operations including screening and assigning calls to SHIBA volunteers.
- Develop media plan and compose PSA's and newspaper articles
- Maintain program and client records and track outcome measures

### **EDUCATION AND EXPERIENCE REQUIRED:**

- BA degree in human services or a related field
- A combination of professional education and social services experience which would provide a sufficient background to accomplish the duties of this position

### **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

- Proficient with Microsoft Office including Word, Excel, Power Point, Publisher or equivalent programs
- Demonstrated ability working with seniors or in a social work position. Preferred experience would include a general knowledge of the aging process and at least two years of full-time paid experience working with the elderly
- Strong detail orientation, organizational and time management skills
- Excellent written and oral communication skills

- Must have excellent customer service skills and be able to relate well with a diverse population and staffing levels and show respect, care and concern in appropriate ways
- Knowledge of resources for the elderly and disabled a plus
- Ability to work independently
- Ability to problem-solve
- Demonstrated ability in oral and written communication

**ERGONOMIC REQUIREMENTS:**

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. The functions of this position are not necessarily physically demanding. The functions are usually performed sitting, but may require some amount of time standing. Some amount of stooping, climbing stairs, bending, crouching, lifting, walking, carrying and other movements may be required.

**CLOSING DATE:**                      March 25, 2011

**Position Title:** HOUSING MANAGEMENT SPECIALIST  
**Job #:** 07-HS-0011  
**Program:** Housing Management Program  
**Reports to:** Housing Manager  
**FLSA:** Full-Time, Non-exempt  
**Salary Range:** DOE

### **SUMMARY**

To represent and fulfill the rules, policies and procedures incumbent upon Senior Services Housing Management when seeking to house elderly/disabled persons who qualify for Section 202, Washington Tax Credit, and Bond housing programs, and rules governing Evergreen Cottages. Employee must successfully complete a criminal history and background checks; must be able to perform the essential functions of this position with or without reasonable accommodation. The following responsibilities include but are not limited to:

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### **1. Applications**

- Assists with accepting, screening for eligibility, logging and providing receipts for program applications
- Assists with maintaining multiple waitlists according to program regulations
- Document and respond to changes in applicant information
- Provide program information and applications to potential applicants
- Provide waitlist status information to applicants
- Assists with maintaining top wait list applicant verifications at all times

#### **2. Occupancy**

- Assists with move-in, move-out and yearly inspections
- Assists with lease-up which is meeting with applicant, preparing the paperwork, lease, educating the tenant of rules and policies, securing keys, arranging for the move-in with the resident manager, and transition of file to rental staff
- Prepare, correct and maintain tenant rental assistance certification system

#### **3. Recertification**

- Schedule residents, prepare files, do informational interviews, mail out verifications paperwork, track for timely completion, prepare worksheets, calculate new rents, prepare lease amendments and other necessary paperwork, schedule for final appointments, do final paperwork with residents. Submit paperwork for cross checking
- Schedule and carry out interim reviews in a timely manner
- Train Resident Managers to assist with recertification and interim paperwork processed

#### **4. Resident Support**

- Provide resident managers and residents with appropriate policy and procedure information and ongoing training
- Provide conflict resolution with resident problems and complaints with families and other residents
- Implement and enforce new and existing policies and procedures, warning letters, 3 day/10 day compliance forms, coordinate evictions
- Assist Housing Social Service workers with various needs of the residents
- Encourage and monitor community participation on behalf of the residents
- Organize training and informational meetings

## **5. Project Monitoring**

- Take appropriate actions to ensure that the property, grounds, common areas and the office spaces are in good condition
- Interact with the residents, respectfully, in person and in writing
- Assist with and accompany office and building inspections, i.e. HUD, WA Housing Finance Commission/Bond/Home and Cottages

## **6. Rules, Regulations and Reports**

- Prepare monthly reports to HUD, WA Housing Finance Commission, and agency reports including occupancy, vacancy, and database of applicant and resident statistics
- Submit electronic HAP, PRAC, 50059's
- Prepare resident damage costs from move-out inspection and maintenance costs. Work with fiscal to meet security deposit deadlines
- Maintain compliance with HUD and WA Housing Finance Commission/Bond/Home/ and Cottages rules and regulations, including updating knowledge of changes
- Assist with training new staff
- Other duties as assigned

## **EDUCATION AND EXPERIENCE REQUIRED**

- High School Diploma or GED
- Two years experience in working with HUD or WA Tax Housing Programs
- Certifications and training preferred – WA Housing Finance Commission, Certified Credit Compliance Professional, National Council for Housing Management Certified Occupancy Specialist, Housing and Urban Development; Fair Housing
- Experience with waitlists, occupancy processes, or as a rental officer, rental assistance/aide is required
- Working knowledge of managing projects
- WA driver's license and own vehicle and proof of current auto insurance

## **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Sensitive to the needs of low-income elderly and disabled persons while being responsible for enforcing rental rules and regulations
- Able to work independently and deal with difficult or stressful situations on a regular basis
- Must have excellent customer service skills and be able to relate well with a diverse population and staffing levels and show respect, care and concern in appropriate ways
- Ability to handle daily job responsibilities in an environment with frequent interruptions
- Ability to work on multiple tasks simultaneously under pressure in a fast paced, high volume environment
- Demonstrated record maintenance skills
- High aptitude working with numbers, detail orientated, good multi tasking skills, ability to prioritize and schedule busy work load
- Knowledge of office practices and equipment, including but not limited to computers, printers, fax machines, copy machines and 10 key machines
- Excellent written and oral communication skills
- Ability to format reports and compose correspondence
- Maintain sense of humor and positive attitude with coworkers and public

**ERGONOMIC REQUIREMENTS**

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**CLOSING DATE:** April 1, 2011 or until filled

**TO APPLY:** SSSC Applications are available onsite or to download & print at: [www.sssc.org](http://www.sssc.org)

Please submit Cover Letter & Resume and/or SSSC Application to:  
Senior Services of Snohomish County,  
Attn: HR Department  
8225 44<sup>th</sup> Ave. W., Suite O  
Mukilteo, WA 98275  
Email: [humanresources@sssc.org](mailto:humanresources@sssc.org), or  
Fax: 425.290.1244

No phone calls or email inquiries please.

**Senior Services of Snohomish County is an Equal Opportunity Employer**