

**YOLO COUNTY HOUSING
LEAD CLIENT SERVICES COORDINATOR
NON-EXEMPT**

LEAD CLIENT SERVICES COORDINATOR

*Class specifications are intended to present a description list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Provide leadership and guidance to the client services division team. Plan, organize, and review the daily activities of the division and provide verbal or written summary reports to the Housing Programs Manager. Review and participate in the work of staff responsible for providing client services; ensure work quality and adherence to established policies and procedures. Provide comprehensive case management, referral and seamless coordination with community and supportive service activities that promote economic self-sufficiency for families, enhance quality of life for seniors and the disabled, and increase opportunities for residents. Coordinate a variety of activities designed to promote the socio-economic advancement and well being of YCH residents. Serve as the YCH liaison with community agencies on program issues; and perform a variety of duties relative to assigned area of responsibility. Process reasonable accommodation requests for housing assistance and real estate services divisions.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Housing Program Manager and/or Executive Director.

ESSENTIAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

Lead Responsibilities

1. Provide professional guidance to client services staff and interns, which includes but is not limited to, training of new employees and interns, making case assignments, reviewing self-sufficiency plans, and developing staff case management skills.
2. Provide guidance to staff with understanding rules and regulations and assist in resolving case-related issues.

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3. Develop strategies, review progress and ensure timely completion of grant milestones to meet goals and objectives of self-sufficiency programs.
4. Responsible for preparing grant status reports to HUD and other program funding initiatives with management team.
5. Participate in the posting, balancing, and reconciliation of grant accounts; review budget for grant funds; and determine if funds are available and expenditures are properly classified.
6. Strategize to create resident owned business opportunities to stimulate resident self-sufficiency; develop job training and employment opportunities for residents and develop employment positions within YCH.
7. Process reasonable accommodation requests and respond to grievances through established processes.

Client Services Coordinator Responsibilities

8. Coordinate all aspects of self-sufficiency programs including client enrollment and orientations, case-management and community resource referrals to help families achieve goals.
9. Organize, develop, and recommend programs which promote a sense of community for residents; facilitate activities between housing residents, YCH, community agencies and outside organizations to achieve program goals and objectives; develop measurements and monitor progress toward goals.
10. Compose and prepare a variety of self-sufficiency program related written communications including correspondence, documents, reports, statistical data and grant applications, presenting a positive agency image. Evaluate and implement methods to increase self-sufficiency participation.
11. Serve as liaison with social service providers, community groups, and City and County governments on sensitive and complex issues related to YCH operations and programs; define problems, assess situations, and make recommendations on possible solutions or course of action; mediate and facilitate resolutions. Serve on appropriate committees and participate at community meetings.
12. In coordination with Real Estate Services, provide quarterly resident meetings to promote educational and training programs. Provide assistance in the development and distribution of materials which communicate YCH community issues including flyers, announcements and newsletters.
13. Monitor YCH community relations to evaluate potential conflict situations; assess reasons for conflict; determine appropriate response and with approval provide

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intervention services; ensure all activities are in compliance with YCH and mandated rules, regulations, policies and procedures.

14. Coordinate services with other agencies, research recreational or community sponsored programs, educational training and related opportunities which may be appropriate for YCH participation; coordinate materials, facilities and other resources required for program implementation.
15. In accordance with Government Code 3100, perform the duties as a disaster services worker as assigned in the event of a declared disaster or state of emergency by the Yolo County Housing Executive Director, Yolo County OES and/or the State of California DHS.
16. Perform all duties in a safe and conscientious manner following the YCH Injury Illness and Prevention Guidelines, reporting all injuries within 24 hours to your supervisor or member of the management team; reporting any safety concerns to your supervisor, member of the management team, or member of the YCH safety committee.
17. Abide by the YCH Risk Control Policy Statement assuring the highest level of safety and well being of residents, tenants, employees, volunteers and visitors, abiding by all applicable laws and regulations which govern the health and safety of all, and employing risk control methods where feasible to prevent and control losses. Report any observed or reported health, safety, and risk concerns to your supervisor, a member of the management team, or member of the YCH risk control committee.
18. Perform related duties and responsibilities as required and/or assigned.

QUALIFICATIONS

Knowledge of:

- Public and private social programs, services and resources.
- Methods and techniques of evaluating resident social, community and educational program requirements.
- Economic and social factors which influence resident program needs.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Principles of business letter writing and basic report presentations. Proper grammar, spelling, punctuation, and composition of client and agency letters.

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- Office procedures, business mathematics application, computer office equipment and procedures, and statistical recordkeeping methods.
- Basic interview techniques.
- Principles and practices of housing assistance programs.
- Operation of standard office equipment.
- Pertinent Federal, State, and local codes, laws, and regulations.
- Principles and procedures of record keeping, reporting, and filing systems.
- Methods, practices, and implementation of managing caseloads.

Ability to:

- Evaluate, develop and implement community programs which meet YCH's goals and objectives.
- Monitor, assess, evaluate and resolve community conflict issues.
- Coordinate program activities with internal and external resources.
- Evaluate and facilitate social, economic and training programs which meet community needs.
- Communicate clearly and concisely, both orally and in writing.
- Operate a personal computer using various applications and related programs, including standard, as well as proprietary software.
- Deal diplomatically and sensitively with clients, other agency representatives, and the general public.
- Respond to requests and inquiries from tenants and the public.
- Maintain confidentiality.
- Follow policy and adhere to procedures.
- Interpret and explain Federal, State, and local codes, laws, and regulations.
- Drive from site to site.

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Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain knowledge and abilities would be:

- High School Diploma or GED **and**;
- Masters Degree in social science or related field is desirable; **or**;
- Bachelor's Degree with two years experience in program management, counseling, social services, fair housing, or related field, **or**;
- Associates Degree plus Five (5) years of full-time, increasingly responsible experience in a position involved in the provision of resident services program or social service program experience; **and**;
- Possess a valid Fair Housing & Reasonable Accommodation Certification or obtain such certification within six months of appointment of the classification.

Physical Demands:

Essential and marginal functions may require maintaining physical condition necessary for sitting or standing for prolonged periods of time in both indoor office and external housing environment; occasional bending and stooping, typing and operating assigned equipment. Reasonable accommodations for physical requirements will be considered and made on a case-by-case basis. Requests for reasonable accommodation can be made to Human Resources.

Special Requirements:

- Position may require evening or weekend participation in activities.
- Must have access to an automobile or other means of transportation, when and if required to travel on YCH business.
- Must possess current automobile insurance in accordance with California law and, a valid California driver's license, including a driving record acceptable to the YCH insurance company.
- Must be insurable by YCH insurance carriers.
- Be available for emergency call-back to assigned facilities as a disaster service worker.
- Provide required proof of legal right to work in the United States.
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- Public employees under Government Code 3100-3109 are required to perform duties as disaster service workers in the event of a natural, man-made, or war-caused emergency. To prepare for this service, employees in this classification code are required to complete, at a minimum, NIMS 100 Certification within their first year of employment.

Yolo County Housing is an equal opportunity employer.

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