

# Northern Ponca Housing Authority

## Providing Homes, Creating Communities, Changing Lives



Position Title:	ROSS Service Coordinator
Department:	Administration
Reports To:	Office Management Coordinator
Classification:	Full-time
Status:	Non-Exempt
Salary Range:	\$17.00 - \$20.00; dependent upon experience
Location:	Norfolk, NE
Hours of Work:	Monday through Friday, 8:00am-4:30pm, variations in days and time as needed
Approval Date:	1/13/2018

### Job Function:

The ROSS (Resident Opportunity Self-Sufficiency) Service Coordinator will work with NPHA staff, other tribal departments, and outside service providers to connect tribal residents to supportive services that will help them attain economic and housing self-sufficiency. The ROSS Service Coordinator will focus particularly on helping residents to achieve homeownership and to receive the training necessary to achieve employment.

### Essential Responsibilities and Duties:

1. Form and coordinate a local Program Coordinating Committee of service providers and facilitate quarterly meetings of the committee.
2. Outreach to tribal housing residents to market available services, including the preparation of a monthly newsletter.
3. Conduct individual assessments of interested residents to determine assistance needed.
4. Connecting residents to local and regional supportive services to improve financial literacy, complete education goals, access job opportunities, and receive vocational training.
5. Coordinate service providers and oversee delivery of services including working with both internal and external parties to provide service training, and mentoring.
6. Communicate and network with local, state, and federal agencies and organizations to tap into development opportunities for program participants, including identifying additional funding sources and programs.
7. Facilitating NPHA's on-the-job training program.
8. Providing education and counseling on the homebuyer purchase process including mortgage qualification, homeownership responsibilities, credit management, and budgeting.
9. Facilitating NPHA's homeownership programs.
10. Assist with identifying potential lenders that are familiar with housing loan programs that are suitable to Native Americans.
11. Assist families and/or individuals with the completion of loan application documents and provide them with guidance in submitting the appropriate information.
12. Follow up and monitor the progress of program participants.
13. Reporting and evaluation of program activities, including tracking outcomes.
14. Ongoing training as provided by HUD and other organizations to learn new programs as they become available.
15. Strategic planning of the ROSS program for each year's activities.
16. Perform other duties as assigned.

### Knowledge, Skills, and Abilities:

1. Must be organized, creative, detail-orientated, flexible, independent and self-motivated.
2. Must possess exceptional communication skills to be effective in both oral and written form.
3. Strong interpersonal skills to establish and maintain effective relationships with program participants and partners.
4. Ability to follow a budget and work plan in order to meet program goals.
5. Must have working knowledge of NAHASDA, HUD's Section 184 guaranteed loan program, USDA Rural Development, the Veteran Loan Guarantee Programs, and BIA housing programs.

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6. Must have general working knowledge of the rules and regulations adopted by the Ponca Tribe of Nebraska and the Bureau of Indian Affairs, along with the general laws of the State of Nebraska and federal government, concerning real estate transactions.
7. Must be able to accurately calculate loan payments, amortization schedules, loan fees, and pre and post homeownership costs.

### Relationship and Authority

No supervisory responsibilities.

### Requirements and Qualifications:

- Coaching or counseling experience, with the ability to communicate with local tribal members in a manner that fosters a comfortable working relationship.
- Demonstrated success in producing results through facilitation of supportive services within the last five years (such as the number of jobs found as a result of training, improvement of credit scores, or the number of new homeowners assisted).
- Experience in preparing marketing materials and presenting materials to individual and groups.

### Desirable Qualifications:

- Associates or Bachelor's degree.
- Working knowledge of real estate and mortgage financing.

### Physical Requirements/Working Conditions:

1. 80% of the working time is in the office sitting at a workstation, must be able to sit for extended periods of time.
2. 80% office, 20% in the field.

### NPHA Requirements:

1. Ability to follow policies and procedures, such as personnel, safety, housing, maintenance, etc.
2. Ability to establish and maintain effective relationships with NPHA staff, contractors, tenants, and tribal members.
3. Ability to be understand and relate to Native American traditions, customs, and socioeconomic conditions.
4. Works as a team to develop a "best practice" approach in housing functions.
5. Must be able to work with little or no supervision.
6. Must have a valid Nebraska Driver's License and be insurable throughout the duration of employment.
7. Comply with drug and alcohol free workplace policies.
8. Successful completion of background screens.
9. Travel will be required.

IN ACCORDANCE WITH TITLE VII 1964 CIVIL RIGHTS ACT, SECTION 701(b) and 703(I), PREFERENCE IN FILLING ALL VACANCIES WILL BE GIVEN TO QUALIFIED NATIVE AMERICAN CANDIDATES.

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Employee Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

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Supervisor Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_