

# USC Leonard Davis School of Gerontology

## Job Posting: Satellite Housing, Inc. 02/15/06

Job Position: Service Coordinator  
Department: Resident Services  
Reports to: Resident Services Supervisor  
FLSA Status: Exempt  
Status: Regular, full-time 8:30 am – 5:00 pm

### Organizational Overview:

Satellite Housing, Inc. is a nonprofit organization that provides affordable housing and services to low-moderate-income seniors and disabled adults. Satellite owns and manages over 1,200 units of affordable housing in the cities of Oakland, Berkley, Walnut Creek, Newark, Fremont and Pittsburg.

### Summary of duties:

Position is responsible for promoting tenant welfare by providing general case management and referral services to all residents needing such assistance.

Primary duties and responsibilities include but are not limited to the following:

- Provides general case management and referral services to all residents;
- Educates company staff and residents on service availability, application procedure, client rights, etc.
- Refers tenants who need assistance to community resources;
- Monitors and documents resident issues as required by HUD;
- Establishes constructive relationships with tenants, relatives, company staff, community agencies and volunteer organizations;
- Secures social services such as health, welfare, and education programs for improving senior and community standards. Establishes volunteer support programs with service organizations in the community;
- Provides leadership to tenants in development of group activities such as senior education and recreations;
- If necessary, assists residents with the decisions to move into a care facility;
- Other duties as assigned by supervisor and/or management.

### Qualifications:

Skills, knowledge and ability; to perform this job successfully, an individual must be able to perform each duty satisfactorily. Reasonable accommodations may be made to enable individuals with special needs to perform the essential functions.

Education and/or Experience:

- Bachelor's degree in social work or related field preferred or equivalent work experience;
- Minimum three years related experience, preferably working with seniors;
- Knowledge of HUD regulatory requirements a plus. Must be familiar with community resources;
- Must be sensitive to the needs and concerns of seniors and their families;
- Must have experience working with a multi-cultural team environment;
- Must have excellent customer service skills.

Language Skills: Excellent written and oral English skills are required. Additionally, some facilities require fluency in Cantonese or Mandarin.

Mathematical Skills: Basic math skills are required.

Reasoning Ability: Most situations are covered by procedures, but must be able to exercise good judgment and common sense in determining what to handle without help, and whom to ask for guidance or help in prioritizing from supervisor.

Physical Demands: This job requires simple grasping and fine manipulation, sitting at a desk, and using a computer for extended periods of time, moderate use of telephone, standing, walking, bending, and reaching. Requires occasionally lifting or moving of objects up to 25 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Certificates, Licenses, Registrations: Valid driver's license and good driving record, a DMV check will be conducted.

Work Environment:

This job is mainly conducted in an office environment where noise and temperature variations are minimal, business casual attire. Frequent visits to tenants' apartments (where smoking is allowed) are required. Occasional driving is necessary and exposures to fumes, dust and other environmental elements may occur. Must be able to work under time demands and be able to remain calm and pleasant with the occasional demanding resident, family member, etc. Must be able to work in a stressful environment. Satellite Housing, Inc. is an equal opportunity employer.

Contact:

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