



JOB ANNOUNCEMENT

POSITION TITLE: ROSS Coordinator
DEPARTMENT: Resident Services
SALARY: \$55,000.00-\$58,000.00
DATE POSTED: 11/17/2025
CLOSING DATE: 12/12/2025
FLSA CLASS: Non-Exempt

REQ #: 1157

Duties and Responsibilities:

Responsible for developing and delivering a broad range of counseling and referral services to residents of all ages and conditions, within the Montgomery Housing Authority's Resident Opportunity and Self-Sufficiency (ROSS) program. Performs a variety of tasks involving planning, implementing and monitoring activities, and documenting and reporting program results. Reports to the Director of Resident Services. Responsibilities include, but are not limited to, the following:

1. Determines the most appropriate public and private agencies to provide services for ROSS program participants.
2. Coordinates establishment of the Program Coordinating Committee, governing board for ROSS program, using various and appropriate agencies.
3. Processes resident ROSS applications, screen applicants and determine eligibility.
4. Establishes and maintains contact with public and private community agencies that provide services and support to ROSS program.
5. Establishes procedures for recruitment and selection of ROSS program participants.
6. Coordinates MHA's efforts to make families self-sufficient with social, community and other public agencies that provide assistance to the ROSS program.
7. Organizes agenda and participates in meetings that provide residents information on the ROSS program.
8. Works with committees and ensures that activities are performed in a timely manner.
9. Conducts orientation to inform interested and selected participants about ROSS program goals and objectives.
10. Conducts one-on-one interviews with ROSS participants, prepare Contracts of Participation, prepare needs assessment (Individual Training and Services Plan), and make referrals.
11. Locates testing facilities to help ROSS participants with job placement and career choices.

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12. Coordinates services needed by individual ROSS participants, provide counseling and monitor family compliance with participation contract.
13. Sets up complete and accurate files, with all necessary participant-supplied documents and third-party verifications (or documentation of why third-party verifications are not present).
14. Works with educational/training entities to coordinate and refine admission requirements and procedures for monitoring ROSS participants.
15. Works with the local Employment Commission and other employment programs to expand employment opportunities for ROSS participants and other MHA's residents.
16. Prepares annual report on results of ROSS program by individual participants and submit to HUD.
17. Compiles forms, reports, letters, etc., and establish and maintain files on ROSS participants and non-participants.
18. Prepares proposals for services needed.
19. Performs other duties as assigned.

Qualifications and Knowledge:

1. A Bachelor's degree, from an accredited college or university, in Business Administration, Public Administration, Accounting, Sociology, Psychology or a related field is required.
2. Three years of experience in public housing, Housing Choice Voucher (HCV) program, ROSS program, case management, apartment management, or an equivalent combination of college course work and higher education (one year of relevant experience is equivalent to one year of relevant higher education and vice versa).
3. Comprehensive knowledge of pertinent HUD regulations on the ROSS program and public housing management, and comprehensive knowledge of MHA's policies and procedures.
4. Considerable knowledge of social work and resources available through community agencies.
5. Ability to address the public and present information in a clear, concise and convincing manner.
6. Ability to establish and maintain effective and courteous working relationships with other employees, residents, and community agencies and other resources that provide services.
7. Knowledge of general office practices and procedures, business English and basic mathematics.
8. Ability to communicate with and relate to persons of diverse backgrounds and abilities and to establish and maintain effective working relationships with participants, landlords and other employees.
9. Ability to complete complex and detailed tasks in a timely manner.
10. Ability to plan and prioritize duties.
11. Must be able to obtain bonding.
12. Valid Alabama driver's license or must acquire one within 30 days of employment.
13. Eligibility to be covered under the Authority's fleet auto insurance.

Supervision Received and Given:

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Reports to the Director of Resident Services. This employee is responsible for both the compliance of the ROSS program and the end products of the department. Employee receives both written and oral instructions. The incumbent of this job must be able to work independently, performing complex work in an accurate and timely manner without close supervision. The position entails balancing competing priorities. Employee has no supervisory responsibilities.

Guidelines:

Most work is performed according to existing procedures or written guidelines such as HUD regulations, handbooks, desk references or existing records. The employee will frequently be required to use independent judgment in making recommendations and decisions.

Complexity:

Incumbent performs multifaceted work requiring an understanding of HUD rules and requirements relative to ROSS program eligibility, income, rent, inspections and contract procedures. The employee must be able to handle interpersonal situations involving conflicts assisted participants, with skill and professionalism.

Scope and Effect:

The employee works with the Director of Resident Services and ROSS program applicants, participants and other employees. The employee's work is essential to the successful operation of the ROSS program. The employee's efforts affect other employees and residents throughout the housing developments.

Personal Contacts:

The employee's contacts are primarily with residents and other agencies that provide assistance to the ROSS program. Most contacts are structured in nature, and the employee is expected to use normal tact and professional courtesy. The purpose of such contacts is to bring community services and tenant services to MHA's residents, foster resident pride and participation, and provide various kinds of support and assistance for individual families.

Physical Demands:

The employee may drive lightweight vehicles, and may be required to push, pull and/or lift objects weighing up to and more than 25 pounds, such as boxes of canned food, tables or a resident who must be helped into and out of a vehicle.

Work Environment:

Work, involves the normal risks and discomforts associated with an office environment, but is usually in an area that is adequately heated, cooled, lighted and ventilated. The employee's work is performed both indoors and outdoors, and involves numerous visits to housing developments, residents' homes, the offices of other agencies, community centers and meeting halls. The employee may be exposed to weather extremes and to the usual hazards associated with housing developments. The employee may be required to work unusual hours.

PLEASE VISIT [MHA On-line Job Application](#), TO APPLY ON-LINE.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification.

They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.