

## **RESIDENT SERVICES COORDINATOR**

**STATUS:** Non-exempt

**FUNCTION:** The primary function of the Resident Services Coordinator is to effectively assist residents that require support services to continue living independently in their current homes, effectively aging-in-place. The position provides residents with information about supportive access to local services and resources that can assist the residents to achieve their life opportunities objectives. The Resident Services Coordinator serves as the liaison among residents, families and management. The incumbent is responsible for the service coordination at all four of the Authority's high-rise buildings and has office hours at each building.

**SUPERVISION:** The Resident Services Coordinator reports to the Housing Manager/Senior Housing. There are no Authority staff who report directly to the RSC. On occasion, volunteers and interns working on assignments at the WHA may be teamed with the Resident Services Coordinator on special projects.

### **ESSENTIAL JOB DUTIES:**

- Welcome new residents (and establish contact with existing residents) and explain the resident services program, its offerings, and the RSC role in providing information and support in assisting residents interested in accessing local service resources.
- Identify, assess, select, develop and maintain referral partnership relationships with local service resource agencies that effectively assist residents to achieve their life opportunities objectives. A directory of resource agencies will be created for use by residents and staff.
- Educate residents on service availability, application procedures, client rights and other applicable information.
- Make referrals and connect residents to agency staff when residents or agencies request assistance.
- Identify and assess individual when appropriate; inform the resident of available resources and provide support in accessing services successfully.
- Develop supportive professional relationships with residents that help them enhance the quality of their lives, empower them and encourage them to take the steps to achieve self-sufficiency.
- When requested, work with Housing Manager in mediating conflicts between tenants.
- Complete other housing and resident related assignments as directed by the supervisor.
- Coordinates the renting of the Community Rooms.
- Organizes activities in the Community rooms designed to assist in community building and socializations.

## **SECONDARY DUTIES:**

- Provides training to Authority field staff on social service programs and referral techniques.
- Understanding of key issues for elders, elders aging in place, individuals with a disability and individuals with substance- abuse problems.
- Works with residents on the production of resident newsletters and publications.
- Monitors vendor performance.
- Attends the Authority's monthly management meetings.
- Ability to assemble and analyze factual information for the purpose of developing proposed courses of actions and comprehensive solutions to program-related issues.
- Attends Resident Association meetings, when requested.
- Advocate, organize, problem-solve and obtain results for residents.
- Write clear reports and business correspondence.
- Establish, maintain and foster positive and harmonious working relationships.
- Performs other reasonably related duties as assigned by immediate supervisor and other management as required.

**PHYSICAL REQUIREMENTS:** The duties of this position are primarily office-based and require manual dexterity sufficient to competently use office equipment such as a keyboard and calculator. The holder of this position will be required to conduct site visits and walkthroughs of developments and dwelling units which would include the ability to traverse over a ¼ mile at a time and to use stairs.

## **EXPERIENCE AND EDUCATION:**

- Be dedicated and have initiative.
- Be a Certified Resident Service Coordinator.
- Possess a valid Driver's License
- Have a Bachelor's degree or at least five years demonstrated experience in the nonprofit sector or social service sector.
- Be comfortable working in diverse communities. Have the ability to listen to, communicate and work with people from a variety of socioeconomic, racial, ethnic, religious and political backgrounds, beliefs and practices.
- Have the ability to gather, analyze and synthesize data for program planning and development.
- Demonstrated accomplishments that reflect teamwork, integrity, effectiveness and efficiency, including leadership, ability to influence and bring about consensus and to work independently
- Have strong verbal and written skills. Communicate clearly and concisely, both orally and in writing.
- Have experience working simultaneously on multiple projects.