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*Position Description*

Date Updated: December 2023

Position: Resident Service Coordinator Employee:

Department: Property Management Salary Grade: 14

Supervisor’s Title: Deputy Director of Property Management Non-Exempt: X # Hrs./Wk.:37.5

# Position Summary

The Resident Service Coordinator (RSC) assists MHAGH residents to maintain successful tenancies and improve their quality of life by providing a combination of information and referral to services along with useful and engaging onsite programming. The RSC informs residents about service availability, how to apply for services and benefits, understanding consumer rights, and other relevant issues.

Duties

* Assists in developing programming that addresses money management/budgeting, parenting skills/support, job readiness, nutrition & fitness, and youth enrichment/afterschool programming.
* Assesses and coordinates referrals and resources -recommending solutions to resolve resident issues impacting resident’s personal life, health and well-being, and refers them to suitable community services, resources and Entitlement Programs, as appropriate.
* Utilizing available on-line platform, tracks resident program participation for all on-site programs and other outcome measurements that show program impact.
* Tracks resident referrals to community programs and services. Documents all interactions regarding provision of assistance to residents in OneSite and other programs on a weekly basis.
* Provides crisis intervention to residents, as needed.
* Fosters a positive, active, and collaborative relationship with residents, local government, non-profit agencies, NRZ (Neighborhood Revitalization Zone), social service providers, hospitals, healthcare organizations, colleges/universities and representatives of the greater community.
* Assists with completing Reasonable Accommodation requests for residents with disabilities.
* May participate in annual apartment inspections with Property Manager and/or Maintenance; follows up on any referrals from inspections such as housekeeping and hoarding issues, presence of unauthorized occupants, smoking in apt. etc.
* Works directly with Resident Services Liaison and Property Management team to address and resolve lease compliance issues such aslate rent, housekeeping, security, illegal activity, and unauthorized occupants.
* Maintains weekly communication with Property Manager to provide status on follow-up of resident issues.
* Ensures that there is a current “Resident Resource Directory” for residents to access.
* Works with Resident Services Liaison to build a sense of community by assisting with programs that engage residents and promote socialization.
* Works with Resident Services Liaison and Property Management to assist in resolving conflict between residents and neighbors.
* May be required to report, track and follow up on New Move Ins.
* Attends Property Management/RSC meetings and/or staff meetings as required.
* Ensures that Service Agreements and Certificates of Insurance (COI’s) pertaining to Resident Services are in place for provision of services and programming by outside providers and vendors.
* Creates monthly calendar with input from PM and other staff as required.
* Provides documentation that demonstrates participation levels in all programs and activities.
* Evaluates program impact through use of pre- and post- surveys, testing and other methods as may be useful to the evaluation process.

# Supervisory Responsibilities:

* Supervises the Resident Services Liaison

# Required Education and Experience:

# Bachelor’s Degree in Social Work/Human Services preferred.

# 3-5 years’ equivalent work experience providing services in Elderly Housing/Multi-Family housing environment, or non-profit social service organization.

# Required Knowledge, Skills, and Abilities:

* Must have knowledge of mental health, addictions, family issues, multicultural issues and elderly service delivery system.
* A self-starter with ability to work independently as well as work cooperatively with teams and resident committees
* Experience developing and implementing client or resident programs, having a proven track record of networking and building partnerships.
* The ability to work patiently with others in an environment that can be challenging.  Must be able to handle emergency/crisis situations and work well under pressure with regards to complex and time sensitive issues.
* Bilingual in English and Spanish.

# Physical Requirements and Working Conditions:

* Ability to walk a ¼ mile without resting and ability to climb stairs.
* Must have a valid Connecticut driver’s license and reliable vehicle to attend conferences, trainings and meetings at other properties as required.
* Work Schedule: Monday- Friday office hours. Evening and weekend hours may be required.