

## FULL JOB DESCRIPTION



<b>POSITION:</b>	Resident Service Coordinator
<b>REPORTS TO:</b>	Resident Service Manager
<b>JOB CLASSIFICATION:</b>	Full-Time, Non-Exempt
<b>COMPENSATION:</b>	\$21.63 - \$23.08 per hour

### **Description:**

The primary function of the Resident Service Coordinator (RSC) is to effectively facilitate services to assist residents. They may provide: Information and referrals; plan educational programs; and coordinate volunteer opportunities. The RSC provides the resident with both educational information and supportive access to local services and resources that can assist residents in achieving their housing and service needs. The RSC works in conjunction with the Community Manager and corporate management in our family apartment facility in Aurora, Colorado.

### **Essential Duties and Responsibilities:**

1. Responsible to develop the resident service plan which includes intake, assessment, plan of referrals and linking specific service assistance or network of services.
  - a. Conduct an initial resident orientation and ensure that each new resident receives an assessment to determine their interest in and need for on-site services.
  - b. Provide initial intake and ongoing annual (at minimum) assessments for residents.
  - c. Provide an explanation of the service programs offered and acts as a resource to connecting residents interested in accessing these services.
  - d. Identify and assess individual and family needs when appropriate. Inform residents of available resource and provide support in assessing service assistance.
  - e. Work with property management office when a resident is identified as being in jeopardy of eviction or other lease violations and offer service assistance support. Assisting resident with housing resources as needed.
  - f. Coordinate on-site activities; support groups; and educational opportunities such as computer classes, speakers, etc.
  - g. Tenant engagement activities to encourage participation in services.
2. Coordinating and educating residents with service assistance:
  - a. Identify, assess, select, develop, and maintain referral partnerships with local service resource agencies that provide appropriate support and assistance to residents.
  - b. Develop and maintain a comprehensive resource directory which is available to residents, management, and staff.
  - c. Present the resident examples of service assistance that the RSC can provide community linkages such as: proactive financial assistance, health/wellness education, education and emotional support, homemaker assistance, and legal issue education/awareness.
  - d. Collect data to document services provided to residents and outcomes achieved.
3. Create and maintain all program required files and completing documentation for all residents served. Includes:



- a. Creating individual files for all residents and assuring all program forms are used and present; and
  - b. Completing weekly resident file progress notes documentation utilizing American Service Coordinators (AASC) online database.
4. Responsible for completing the following reports in a timely and thorough manner with proper back-up documentation maintained: HUD Semi-Annual Performance Report and Donation and Volunteer Tracking.
  5. Development of site-specific annual outcome measures that include programs, trainings, and services that target the distinct needs of various resident populations. Consistently track and measure program target progress. Regularly report program outcomes. Work with RSM to analyze and utilize data as the basis for continuous improvement.
  6. Work with RSM to pursue avenues for additional funding as applicable through private, local, state, and federal resources for program and resident needs.
  7. Travel as necessary to assure all training requirements are met: initial year requires 36-hours of training, and 12-hours of training annually.
  8. Perform any other additional duties as assigned.

### **Knowledge, Skills & Abilities:**

**Personal:** Must be able to follow directions, provide excellent customer service, display respect, and professionalism at all times. Must be able to work independently or as part of a team when required.

**Equipment:** Must be able to handle general office equipment (fax, computer, copier) and mobile phone.

**Physical:** Must be able to lift-up to 30 pounds, walk up and down stairs, stand, sit, lay for extended periods of time.

### **Qualifications**

- Associate's Degree-required, bachelor's degree-preferred with concentration in social work, family services, human services, or other service related field.
- Ability to understand and respect values, attitudes, and beliefs that differ across cultures and to respond appropriately to these differences with residents and in planning, implementing, and evaluating programs and services.
- Build relationships with residents to support their needs and goals.
- Demonstrated ability to establish trusting, confidential relationships.
- Strong self-management and organizational skills.
- Strong communication skills, problem solving and decision-making ability.
- Must hold a valid state of Colorado driver's license, insurance, and reliable transportation.

### **Benefits:**

FT employees are eligible for: Health Insurance, Dental, Vision, Life Insurance, 403B and 403B Match and other ancillary benefits. The selected candidate will be eligible for Medical Benefits after 30 days of employment, as well as accrue paid vacation, sick, and personal leave at time of hire. FT employees receive 9 paid holidays, and one (1) paid floating holiday.