

RESIDENT SERVICES COORDINATOR

Job Description Form



Division/Department:	CC HOUSING, Inc.		
Location	Encantada Apartments, 300 Canal Blvd. SW, Los Lunas, NM 87031		
Reports to	Adam Saber	Title	Executive VP & COO

Level/Grade	Type of position:	Hours : 10 per week
5	<input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time <input type="checkbox"/> Contractor <input type="checkbox"/> Intern	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt

SUMMARY

The primary function of the Resident Services Coordinator (RSC) is to effectively assist residents that have requested support in enhancing the quality of their daily lives and to participate in the educational and economic mainstream. It provides residents with information about and supportive access to local services and resources that may assist the residents in achieving their life opportunities and objectives.

RESPONSIBILITIES

- Surveys residents to assess their needs and demands, works with the Project Development Director to develop a Yearly Service Plan for the property that is approved by the CEO prior to implementation.
- Creates a supportive atmosphere in which services staff works side-by-side with property management staff to develop a comprehensive approach that focuses on helping residents to sustain their housing and maintain a quality of life.
- Ensures that all programs and services are culturally appropriate and special needs sensitive, and works with all additional partnering agencies to make certain that residents are fully engaged in program planning and implementation.
- Coordinates schedules, community/service space, volunteers, and personnel for third-party services providers, organizes recreational and community building activities, educational activities (i.e. computer classes), and support groups.
- Welcomes new residents (and establish contact with existing residents) and explains to them that the resident services program, its offerings, and the RSC role in providing information and support in assisting residents interested in accessing local service resources.
- Identifies, assesses, selects, develops, and maintains referral partnership relationships with local service resource agencies that effectively assist residents to achieve their life opportunities objectives.
- Provides supportive linkages between residents and referral agency staff when residents or agencies request assistance.
- Works with the property management team when a resident is identified as being in jeopardy of eviction and offer linkages and referral support to the resident to positively and quickly rectify the situation.
- Establishes resident services programs targets. Consistently tracks and measures program targets progress. Regularly reports program outcomes to both internal and external stakeholders. Analyzes and utilizes outcomes data as the basis for continuous program improvement.

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RESPONSIBILITIES (CONT.)

- Identifies and assesses individual and family needs when appropriate; informs the resident of available resources and provides support in accessing services successfully.
- Helps to facilitate resident meetings, community organizing, and social activities.
- Develops supportive professional relationships with residents that help them enhance the quality of their lives, empowers them, and encourages them in taking steps to achieve self-sufficiency.
- When requested, works with property management in mediating conflicts between residents.
- Develops and supports resident leadership and participation.
- Helps the property manager identify potential resident problems and intervenes before a situation becomes a crisis.
- Continually updates resource files of available community resources.
- Organizes and oversees all volunteers.
- Completes other housing and resident related assignments as directed by the Project Development Director.
- Administer an afterschool program for youth, if applicable to community.
- Be willing to fill-in at other sites and/or attend training at other communities
- Respond appropriately to the cultural differences present among the Agency’s service population.
- Incorporate and demonstrate the mission, vision, work, core values and activities of CC Housing in a positive manner with all staff, clients and the general public at all times.
- Complete all other duties as assigned.

Note: Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

WORK EXPERIENCE REQUIREMENTS

- Must have one year of experience with community organizing and the social services system.
- One-year minimum of experience working with under-served populations.
- Valid and clean record of NM driver’s license with reliable personal transportation.
- Must be able to work independently with minimum supervision.
- Multi-task and complete assignments that occasionally occur in a stressful environment; strong verbal, written, and interpersonal communication skills.
- Computer and technology proficient; must be able to easily use Microsoft Office software (Word, Excel, Publisher and Outlook).
- Demonstrated experience in successfully working with diverse populations.
- Detailed; administrative accountability.
- Program evaluation experience is helpful.

EDUCATION REQUIREMENTS

- Associates degree in relevant field OR a satisfactory equivalent combination of education and experience.
- Bilingual in English/Spanish preferred.

Employee’s Signature: _____ **Date** _____

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THIS SECTION IS COMPLETED BY HUMAN RESOURCE

REVIEWED BY	<i>Title</i>
APPROVED BY	<i>Title</i>
DATE POSTED	
DATE HIRED	