



Position Title: Resident Services Coordinator

Career Track: Supportive Housing

FLSA Status: Non-Exempt

Updated Date: October 2022

Property Focus: housing for veterans, transitional youth, formerly homeless

Preferred Hiring Range \$20.74 to \$24.40.

Full Range: \$20.74 to \$28.06

Hiring rates are determined by skills, knowledge, experience, and internal equity.

Job Summary

The Resident Services Coordinator is responsible for hands-on implementation of Linc Housing's Resident Services permanent supportive services model and to assess the need for additional partnerships, programs, and policies to support housing stability and the overall health of the community. The Resident Services Coordinator is responsible for maintaining strong relationships with residents and being a familiar member of the community while also working closely with property managers, service providers, and other staff members to design, market, and implement resident services that meet the needs of the community. This position is also responsible for developing policies, protocol and best practices with members of the Collaborative groups.

Essential Functions

- Provide services to residents operating under an effective service delivery philosophy and uses a core set of principles to drive an approach that provides flexible services and support to all residents.
- Engage in a community assessment process, including surveying residents, and identifying community assets and partners.

- Design, market, and provide programs and services that promote good physical and mental health, positive social development, and strong academic performance for residents of all ages.
- Promote and educate on financial stability, housing stability and healthy community integration which may be accomplished through collaboration with property management, field staff and outside Supportive Services Providers.
- Develop trusting relationships with residents through door-to-door outreach and community building activities.
- Provide supportive services to include referrals for benefits, counseling and advocacy, mental health care and support for physical health care and substance abuse services.
- Provide ongoing outreach and engagement to the residents, local agencies and businesses to promote services or needs.
- Oversee work performance of interns and volunteers as identified for specific sites; provide training as needed to deliver services and resolve issues.
- Report monthly activities and expenditures, prepare written reports and correspondence on program impact, and update data systems as needed.
- Provide group and one-on-one activities as well as in-home services.
- Represent Linc Housing at local collaborative networks, be present for events, greeting residents, and working with parents, seniors and children.

Knowledge, Skills & Abilities

- Respond quickly to various situations, including crisis and potentially critical situations, using the Harm Reduction Model.
- Design and deliver programs for families, children, seniors, and individuals with special needs in publicly assisted affordable housing.
- Able to work with vulnerable populations with a history of mental illness, chronic health issues and or substance use disorders.
- Develop and implement individual service plan with residents.
- Demonstrate an understanding of cultural sensitivity and interacting in a diverse community.
- Conduct supportive services such as: assessments, crisis counseling, benefits counseling, and facilitating support groups.
- Able to facilitate meetings and give presentations.
- Strong communication, writing, interpersonal skills for establishing and maintaining effective working relationships with employees, residents, property management, city staff, program partners, key stakeholders, and the public to implement successful programs.
- Able to work independently and within a team environment and exercise mature judgement.
- Maintain confidential information according to HIPAA Standards.

- Monitor, document, and report out on community engagement outcomes and report any changes needed.
- Manage multiple priorities in fast-paced environment.
- Implement protocol and policy that supports housing stability.
- Work a flexible schedule, which may include evenings and weekends; travel to other properties as needed.

Education & Experience

A combination of education and related experience may substitute for education requirements.

- BA degree in a social science; social work, recreation, and education or equivalent experience serving communities in the following areas: community organizing, senior services, veteran services, educational services, social services, gerontology, recreation, or youth and family.
- Experience with evidence base practices such as but not limited to harm reduction, motivational interviewing, critical time intervention, and Housing First principles.
- Proven experience in community integration and community development.
- Bilingual, Spanish preferred.

Physical Demands/Working Conditions

The physical demands described here are representative of those that may be necessary for an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed in an office environment and in the community, under pressure and requires the ability to quickly adjust to changing priorities and demands.
- While performing the duties of this job, the employee may be required to stand, walk, reach with arms and hands, climb stairs, stoop, kneel, and sit and use a keyboard.
- The work environment will usually be in a recreational room or common area. The noise level is usually moderate but will vary depending on activity participating in.
- Travel by various modes of personal, private and commercial transportation within the region may be required.
- May be required to lift up to 10 pounds