

**JOB DESCRIPTION**  
**Service Coordinator**

**Employee Name:** \_\_\_\_\_ **Complex:** \_\_\_\_\_

**Classification:** \_\_\_\_\_ **Exempt:** \_\_\_\_\_ **Non-Exempt:** \_\_\_\_\_

**JOB SUMMARY**

The mission of the Resident Services Program is to promote successful residencies and to assist residents in achieving maximum independence and self-sufficiency.

The Resident Service Coordinator achieves these objectives by identifying needs and linking residents with services and resources in the community. Resident Services Coordinator provides information and referral and assists residents in accessing services and resources including educational and job training opportunities, financial assistance, health care and personal support services, personal finance and budgeting information, after school and summer programming for children, nutrition education, food assistance and socialization opportunities such as community gardens and recreational activities.

Resident Service Coordinators work in collaboration with the Regional Property Manager as part of the property management team.

**ESSENTIAL FUNCTIONS**

- Meet regularly with the Regional Property Manager and/or Site Staff to ensure open communication and effective coordination of activities and services.
- Receive referrals from the Regional Property Manager for new residents and residents who are in jeopardy of eviction due to nonpayment or other lease violations.
- Follow up on all referrals of "at-risk" residents by conducting outreach, providing appropriate assistance and reporting back to the Regional Property Manager.
- Provide new resident orientation to all new residents.
- Keep the Regional Property Manager informed of daily work schedule and all resident services programs and activities.
- Develop a resident services plan annually based on the needs and interests of residents and the availability of resources in the surrounding community.
- Obtain input from residents and the Regional Property Manager in developing the resident services plan
- Interview residents, assess their capabilities and needs and help them determine what services are needed to achieve or maintain independence and self-sufficiency.
- Provide individualized assistance to residents including information and referral, and link them with services and resources in the community based on their needs and personal goals.
- Create and update annually a resource guide to ensure current and correct information is provided to residents (e.g., locations, application process, etc.) about resources in the community.

- Establish and maintain effective working relationships with local public and private assistance agencies and resources.
- Maintain strict confidentiality of residents' personal information unless the resident authorizes disclosure in writing, except where disclosure is required in connection with abuse or neglect, the safety of the resident or others, lease violations, criminal activity, or court order.
- Provide educational information for individuals, groups, families, or the community regarding issues such as nutrition, substance abuse, bedbug prevention, health and wellness, parenting issues, crime prevention and fire safety.
- Educational information and notice of events and activities should be provided via regular newsletters or other communications to residents.
- Report instances of child or elder abuse to appropriate authorities in accordance with local legal requirements.
- An appropriate authorization to disclose information must be signed by the resident.
- Develop on-site programs and activities in accordance with resident needs and interests, and the availability of facilities and resources.
- Examples of possible on-site programs and activities include after school programs for children; community gardens; computer skills training; educational programs including financial literacy education, nutrition education and parenting education; health fairs; exercise classes, health screenings and socialization opportunities.
- Fulfill all applicable reporting requirements.
- Maintain resident files in accordance with Realty Resources Management policies. Resident files must be kept in locked file cabinets.
- Provide activity reports and support data to comply with HUD or other applicable reporting requirements.
- Provide quarterly reports on progress in achieving the goals of the resident services plan.
- Professional conduct and appearance at all times
- Completes training programs as required by company, federal and state guidelines (ongoing).
- Other duties as assigned.

## **QUALIFICATIONS**

*Education/Experience:* Any combination of education and experience providing the required skill and knowledge for successful performance would be qualifying. One-year experience in related field and minimum of one-year experience in subsidized housing preferred.

*Knowledge:* Candidates should be familiar with state, federal, and community resources for low income households, including services for families with children, elderly and disabled residents. Candidates should be familiar with eligibility requirements and processes for accessing services.

*Skill:* Correct English usage, grammar, spelling, punctuation, and arithmetic. Follow oral and written directions, work and interact effectively with others, learn rapidly, and interpret/apply laws, rules, and agency regulations. Communicate tactfully and effectively in both oral and written form; work independently. Analyze situations carefully and adopt effective courses of action; compile/maintain complex and extensive records/files; prepare reports and compose correspondence independently. Organizational skills, attention to detail required. Ability to work with diverse ethnic and low-income families in a professional manner. Ability to deal tactfully with a variety of people under constantly



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changing circumstances using tact and diplomacy. Ability to handle emergency situations and pressure due to complexity and time sensitivity

**PHYSICAL REQUIREMENTS**

- Ability to sit/stand for long periods of time 0-8 hours
- Ability to lift 0-50lbs
- Ability to reach, climb, kneel, bend, push, pull, walk short/long distances

**REPORTS TO:** Director of Operations

I have read and understand this job description. I agree to accept the responsibilities and duties as outlined

Employee Name: \_\_\_\_\_ Date: \_\_\_\_\_

Manager: \_\_\_\_\_ Date: \_\_\_\_\_

*NOTE: THIS DESCRIPTION IS NOT INTENDED TO BE A COMPLETE STATEMENT OF JOB CONTENT, RATHER TO ACT AS A GUIDE TO THE ESSENTIAL FUNCTIONS PERFORMED. REASONABLE ACCOMODATIONS MAY BE MADE TO ENABLE INDIVIDUALS WITH DISABILITIES TO PERFORM THE ESSENTIAL FUNCTIONS. MANAGEMENT RETAINS THE DISCRETION TO ADD OR CHANGE THE DUTIES OF THE POSITION AT ANY TIME. INDIVIDUALS WHO WORK AT REALTY RESOURCES MANAGEMENT ARE "AT WILL" EMPLOYEES. A MORE COMPLETE EXPLANATION OF REALTY RESOURCES MANAGEMENT PERSONNEL PROCEDURES IS DESCRIBED IN THE PERSONNEL MANUAL.*



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