

Job Title: Resident Services Coordinator



Department:	Low Rent / Section 8
Location:	Main Office
Reports To:	Administration
FLSA	Exempt
Status:	

POSITION SUMMARY

The Resident Services Coordinator is responsible for assessing resident needs, developing and/or identifying programming to meet those needs, making resource information available to residents, and providing linkages to needed services for low-income residents living in Edinburg Housing Authority public housing developments and Section 8 participants. The ability to effectively coordinate services for residents directly impacts the organization's mission statement in that it allows residents to maintain their housing for longer periods of time, enhances their quality of life and provides for greater incidence of safe, affordable housing for the populations we serve.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Develop a comprehensive understanding of residents (conduct needs assessments, community meetings, etc.) in order to offer residents, the opportunity to assist their community and to guide them towards appropriate services and resources.
- Surveys the resident population to identify priority of needs and solicit resident input on service preferences. Assist residents and property operations staff in understanding those needs.
- Develop strategies to link residents with needed services, including aiding in overcoming various barriers that might impede access to services.
- Establish and maintain partnerships with relevant organizations and individuals, with an emphasis on providing on-site services to residents and the community.
- Implement priority programs and essential activities through partnerships with other community-based service providers/organizations. When other service organizations are not available, may deliver direct services.
- Participate in the development of pilot programs to test new models of service delivery and carry out implementation of specified programming at assigned properties.
- Collect required data for all programming offered, record data and submit reports in an accurate and timely manner. Maintain all reporting requirements set by funding and/or governmental agencies.
- Evaluate outcomes of regularly scheduled on-site programs and services as required for quality improvement.
- Obtain appropriate releases to interact with others on behalf of the resident. Maintain confidentiality appropriately.
- Work with property staff, families, and community agencies to identify and address resident problems before they reach crisis proportions.
- Be an active member of the site team, working collaboratively with the property manager and other site staff to meet property needs and resolve resident problems. Work with residents to resolve conflicts with neighbors.
- Plan and coordinate recreational, cultural, and social activities in coordination with property operations staff and residents, as needed.
- Develop and maintain a comprehensive list of available community resources (employment, education, social service agencies, etc.) for residents.
- Attends all staff meetings, training sessions, and other appropriate meetings and conferences as required.
- Participate in relevant local, regional, state and/or national organizations as assigned.

SUPERVISORY RESPONSIBILITIES

Directly supervises volunteers and contract service providers. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training volunteers; planning, assigning, and directing work; addressing complaints and resolving problems.

EDUCATION and/or EXPERIENCE

- 4-year college degree in social work, sociology, psychology, or related field; OR 2-4 years of experience and/or training in community development, social services, or related field; OR equivalent combination of education and experience required.
- Experience conducting community assessments, applying the principals of conflict management and/or de-escalation techniques, and organizing community groups, events, and programs preferred.

PREFFERED SKILLS and/or ABILITIES

- Knowledge of services available in Hidalgo County.
- Understanding of procedures and eligibility for federal and state entitlement programs and legal liability issues related to service coordination.
- Ability to develop effective working partnerships with various types of community groups and institutions.
- Function effectively in an environment with diverse cultures, multiple perspectives, and competing needs.
- Demonstrate a commitment to recognizing residents' knowledge and experience as a valuable resource.
- Motivate individuals to actively participate in services.
- Ability to effectively facilitate meetings and community gatherings.
- Proficient with MS Office (i.e. Microsoft Word, Excel, and Outlook).
- Ability to work independently and as part of a team.
- Ability to work some evenings and weekends, as required.
- Demonstrated ability to establish trusting, confidential relationships.
- Proven ability to work with diverse groups in cooperative problem-solving and consensus building.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Texas Driver's License.