



## Position Description

Classification: **Resident Services Coordinator**

Supervisor: **Executive Director**

Status: **Non-Exempt**

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### Summary

This position 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 affordable housing developments.

### Essential Duties and Responsibilities

The following is a listing of the key duties and responsibilities of this position, and the skills, experience and knowledge required for the employee in this position. The list of duties is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities, but a representative listing of the key duties of the position. Additional functions and requirements may be assigned by supervisors as deemed appropriate. Newberry Housing Authority reserves the right to assign work in other areas to equalize or balance the workload, cover absences, or for other business needs of the Authority.

- 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 providing assistance 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 in the database 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.
- Report child, dependent adult and elder abuse and neglect according to State law.
- 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.
- Performs other related duties as assigned.

### **Required Knowledge, Skills and Abilities**

- Ability to develop effective working partnerships with various types of community groups and institutions.
- Ability to work independently and as part of a team.
- Ability to effectively facilitate meetings and community gatherings.
- Reasonable Accommodations/504/ADA
- Performance and Professionalism: Performs all duties in a professional and ethical manner and adheres to all standards of conduct, policies, and procedures.



## **Behavioral Competencies**

*This position requires the incumbent to exhibit the following behavioral skills:*

Communication: Employee is prepared, clear, concise, and organized in all facets of communication in order to fully establish understanding. Actively listens and understands the audience to adapt message appropriately. Communicates information with appropriate personnel in a timely manner.

Teamwork: Actively participates and collaborates across boundaries, and works toward the achievement of common goals. Employee is adaptable and open to new ideas and/or approaches. Employee is aware of changes that impact internal and external customers and effectively communicates the impact when working as a team.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness. Holds oneself personally responsible for one's own work and does fair share of work.

Safety Awareness: Employee is cognizant of his/her surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate.

## **Supervision**

The employee receives instructions from the Executive Director. Guided by the established Newberry Housing Authority/HUD policy, the employee plans and carries out work activities with a high level of independence resolving problems that arise. Routine duties are initiated and completed by the employee without supervisory direction and within established Newberry Housing policies, trade and industry standards, and health, safety, and city and state codes and ordinances. Instructions to the employee may be general or specific in nature. Complex problems or situations not covered by instructions are usually referred to the supervisor. The employee's work is reviewed periodically for accuracy, completion, and compliance with policies and procedures.

## **Minimum 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.
- Training or experience working with diverse cultures and specific populations, depending on the property.
- Crisis and mental health experience preferred.
- Experience conducting community assessments, applying the principals of conflict management and/or deescalation techniques, and organizing community groups, events, and programs preferred.
- Ability to write reports, complete forms, compose letters and effectively communicate both verbally and in writing.
- Must pass a background check.



**Language Skills**

Ability to communicate clearly and concisely, both verbally and in writing. Ability to understand and follow verbal and written instructions.

**Physical Demands**

The physical demands described here are representative of those that must be met by 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.

While performing the duties of this job, the employee is primarily stationary, but is regularly required to move throughout the office. The ability to move, transport, or position small objects around the office, such as books, binders, files, documents, and supplies is required. The employee must be able to exchange information in person, in writing, and via telephone. The employee must be able to operate a computer and standard office machinery.

**Working Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To ensure the greatest possible protection for employees in the workplace, Newberry Housing requires cooperative efforts of all employees with help in establishing and maintaining a safe and healthful work environment.

Position generally works in the office as well as on Authority properties, which may expose the employee to a range in temperatures and other weather conditions. The noise level may be loud and the environment may be more hazardous than a standard office environment, including the potential presence of dust and pollen, fumes and/or noxious odors, traffic, construction hazards, moving machinery, electrical shock, heights, and disease/pathogens. This position may be required to work with contractors as well as Authority residents.

**Read and Acknowledged**

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**Employee Signature**

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**Date**

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**Employee Name [printed]**