



Job Title: Resident Services Coordinator
Reports to: Executive Director
Status: Exempt (salaried)

Job Summary

The Resident Services Coordinator is responsible for the design and implementation of LRCD's Resident Services and Transitional Housing Programs, including resident support and referrals; leadership development; and organizing initiatives.

Essential Duties and Responsibilities

Direct Services - Meets with and offers support services to all LRCD tenants.

- Welcomes all new residents.
- Establishes respectful rapport and effective working relationship with tenants.
- Evaluates needs with tenants requesting support and provides advocacy, outreach, case management, direct support services, and skills training to individuals and families in their homes.
- Documents service, maintains statistics, and completes administrative paperwork and reports for funders as required.
- Works closely with property managers to identify tenants who may need resident services and to address property management and lease enforcement issues as needed.
- Responsible for quarterly tenant newsletter, with support from property management and LRCD Resource Development Director.

Transitional Housing - Operates a program providing housing and case management to homeless families.

- Develops and implements policies and procedures to ensure administrative excellence and compliance with standards and reporting requirements.
- Collaborates with emergency shelters and other service providers to identify applicants for the program.
- Provides intake services, to include all components of the application screening and admission process. Makes appropriate referrals for individuals who do not qualify for the program or who are not compatible with the program.
- Works with property management to complete lease-up of all transitional housing units.
- Conducts a thorough needs assessment with each family entering the program.
- Works with each family to develop and implement plans to secure permanent housing and pursue other family goals to increase self-sufficiency and stability.
- Provides training in areas of communication skills, assertiveness, problem-solving, budgeting, etc.
- Assists tenants in accessing benefits, services, and tools needed to pursue their goals.

- Meets with families weekly to provide support in pursuing goals.
- Provide peer mentoring, leadership, and training opportunities.
- Works with property manager to arrange for priority placement of transitional housing program graduates in permanent LRCD housing.

Community Building & Engagement - Serves as a catalyst and resource to empower residents, increase resident engagement, and provide leadership development opportunities.

- Builds leadership capacity of residents by engaging them in formal training opportunities and mentorship programs.
- Mobilizes tenants to complete special projects and achieve project goals.
- Identifies specific needs for each community and develops appropriate resident and community engagement events, delegating event planning responsibilities to residents/staff as appropriate.
- Supports resident socials.
- Encourages resident participation in LRCD events.
- Assists residents in organizing informal carpool/childcare networks, social groups and clubs.

Partnerships - Develops and maintains relationships with a wide variety of service providers to enhance ability to refer tenants to programs that will help them achieve their goals.

- Maintains relationships with area service providers to enhance communication and integrated service delivery.
- Represents the tenants and LRCD in the community in a positive and educational manner.
- Provides the general public and community with information on issues regarding housing and homelessness as appropriate and conducts more formal educational presentations as required.
- Participates in the Lakes Region and Balance of State Continuum of Care as well as Shelter Directors meetings
- Maintains a library of housing literature and resources for distribution.

Green Team - Resident Awareness and Education

- Coordinates educational activities and material for tenants regarding environmental sustainability in alignment with the annual goals of LRCD's Green Team.

Quality Assurance

- Completes required documentation and data entry (administrative) in a timely and thorough manner.
- Ensures that requirements of funders are met, including service delivery, administrative tracking, and all reports.
- Participates actively in the LRCD team and seeks out supervision as needed; makes contributions and applies learning effectively.
- Establishes professional development plan with supervisor and makes concerted effort to seek training in areas identified in plan.
- Demonstrates ability to follow through on responsibilities, meeting satisfaction of contact person and/or supervisor.
- Informs supervisor of schedule, activities planned, and outcomes, and prioritizes these with supervisor as needed to prevent compassion fatigue or misallocation of time.
- Plans and reviews policies and protocol and implements these in an effective and consistent manner.
- Maintain confidentiality of clients, residents, and LRCD information.

Additional Expectations

- Understand and can communicate the operation, philosophy, mission, and values of LRCD and its programs.
- Represent the programs/tenants/LRCD positively in the community.
- Maintain a positive attitude, satisfactory energy level, and seek appropriate outlets for burnout and stress.
- Promote and actively contribute to a respectful working environment as a team member.
- Participate in team activities and offer support to program/staff/tenant initiatives.
- Provide input into program decisions and share and receive points of view and general information in a healthy and constructive manner.
- Demonstrate regard for the dignity of all tenants, clients, LRCD personnel and LRCD partners.
- Maintain proper attendance and punctuality.
- Additional duties as assigned.

Minimum Qualifications

Education and/or Experience

Bachelor's Degree in Social Work, Human Services, or a related field plus three to five years of work experience required. An equivalent combination of experience and education is acceptable.

Established proficiency with individual and family service plans, client centered work, and effective case management and support services is preferred. Demonstrated experience working with low-income families and diverse populations, as well as current working knowledge of local community services, resources, and social service systems highly preferred.

Language Skills

Ability to comprehend common technical language, basic financial reports, and legal documents is required. Ability to communicate effectively in response to inquiries from tenants or members of the community is required.

Ability to establish program objectives and report on efficacy of programs to stakeholders is highly preferred.

Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages required.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists is required. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form also required.

Certificates, Licenses, Registrations

A valid driver's license and current automobile insurance are required. Employee is expected to use personal vehicle for local work-related travel.

Physical Demands

Percentage of time spent performing the following:

Activity	None	Less than 33%	33% - 66%	Over 66%
Stand	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
Use Hands to finger, handle or feel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
Reach with hands and arms	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Climb or balance	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Stoop, kneel, crouch, or crawl	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Talk or hear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
Taste or smell	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Lifting up to 10lbs	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
Lifting up to 25lbs	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Lifting up to 50lbs	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
Lifting up to 100lbs	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting more than 100lbs	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

This job does not have any special vision requirements.

Work Environment

Percentage of time spent working in the following conditions:

Condition	None	Less than 33%	33% - 66%	Over 66%
Wet or humid conditions (non-weather)	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work near moving mechanical parts	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work in high or precarious places	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fumes or airborne particles	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toxic or caustic chemicals	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor weather conditions	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme cold (non-weather)	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme heat (non-weather)	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of electrical shock	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work with explosives	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of radiation	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vibration	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Generally, the work environment is quiet (office setting).

This job description has been reviewed with the employee and the employee understands that they can go to their supervisor or other manager if they have questions about the content of their job description.

The employee understands that this job description should not be construed as a contract of employment and does not affect the at-will status for this position.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____