



Position Description

Position Title:	Resident Services Coordinator	Department:	Resident Services
Reports to:	Vice President of Resident Services	Employment Status:	Full-Time
FLSA Status:	Non-Exempt	Date Created:	February 2020

Summary

The primary purpose of this position is to plan and coordinate the activities of assigned program(s)/grant(s). The incumbent is responsible for performing a wide variety of complex tasks relating to a variety of housing programs including case management services to program participants, making appropriate referrals, and ensuring that needed services available in the community are provided for assigned customers.

All activities must support Columbia Housing's ("CH") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Plans, and assists with the coordination of assigned program activities; interprets and applies applicable laws, codes and regulations; recommends procedural changes affecting the CH in relation to the assigned programs.
- Interfaces with a variety of outside agencies and the public in relation to the access, maintenance, and expansion of the social services network.
- Prepares and implements programs for elderly clients.
- Determines eligibility for clients including, when applicable, rent calculations.
- Responds to complaints and requests for information in relation to the intent, coverage, and content of instructions, guides, and regulations.
- Researches, compiles, and analyzes data for special projects, including surveys; initiates and maintains a variety of files, records, and reports.
- Maintains accurate records; conducts special studies and reports and performs other related duties as assigned.
- Assists with various eligibility programs, background, client briefings and street outreach.
- May select residents for program participation; provides oversight to resident participants in a variety of programs administered by the CH.
- Provides services to the physically, socially, and economically disadvantaged including children, low-income and/or homeless families and individuals, senior citizens, migrant farm laborers, persons with disabilities, veterans, and other diverse/vulnerable populations.
- Establishes positive working relationships with representatives of community-based organizations, other agencies, CH management and staff, and the public.
- Performs other related duties as assigned.



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Behavioral Competencies

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

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the CH. Uses appropriate judgment & decision making in accordance with level of responsibility.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

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

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Job Competencies

- Knowledge of HUD, federal, state, and local laws and regulations, as well as CH policies and procedures related to the position.
- Strong knowledge of principles and procedures of record keeping.
- Extensive knowledge of the problems, needs and attitudes of the physically, socially and economically disadvantaged.
- Knowledge of and demonstrated skill to interpret, apply and explain pertinent federal, state and local laws, codes and regulations, including administrative and departmental policies and procedures.
- Basic knowledge of fair housing, rental housing and pre-purchase housing counseling.
- Working knowledge of financial principles, credit, mortgage, loan programs, interest rates, and housing eligibility.
- Demonstrated skill to utilize the principles and practices of data collection and report preparation.
- Demonstrated skill to organize and prioritize the work of others within established timelines and according to demanding production schedules.



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- Demonstrated skill to prepare and maintain accurate and complete records.
- Demonstrated skill to respond to requests and inquiries for information regarding CH policies and procedures.
- Demonstrated skill to research, collect, compile, and analyze information and data.
- Demonstrated skill to understand and follow verbal and written instructions.
- Demonstrated skill to practice safe driving principles and practices and the ability to operate a motor vehicle safely.
- Ability to perform duties at a speed necessary for successful job performance.
- Ability to perform responsible and difficult administrative work involving the use of sound independent judgment and personal initiative.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, community partners, and local, state, and federal officials; Ability to communicate with people from a broad range of socio-economic backgrounds.

Education and/or Experience

Bachelor's Degree in Social Services, Public Administration, or related field and a minimum of three (3) years of increasingly responsible experience in housing programs, social service, job placement, or other program eligibility. Experience working with diverse, low income, homeless, mentally ill or other vulnerable populations is strongly preferred. At least one (1) year of experience in research for collecting and compiling data required. An equivalent combination of education and experience may be considered.

The incumbent must obtain a valid Commercial's Driver's License (CDL) within six (6) months of employment and the ability to be insurable under the CH's automobile insurance plan at the standard rate.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

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.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

Work 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.



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Office environment and CH properties. CH properties may cause the employee to experience a range in temperatures and other weather conditions, loud noise levels, and an environment that is more hazardous than a standard office environment. This position may be required to work with contractors as well as CH residents. The position requires the availability to work outside of the established CH working hours.

This position is considered “safety sensitive” and is subject to random testing.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]