

## **Resident Services Coordinator**

Westbrook Housing's Resident Services Program promotes successful residencies and assists residents in achieving maximum independence. This position will be assigned a specific housing portfolio and will be responsible for providing information and referrals to residents and working with a variety of Westbrook Housing departments to ensure that the needs of all the residents are being met. This includes working closely with residents creating social activities and/or programming, educational opportunities, as well as working to resolve challenges or difficulties related to housing. It is the responsibility of the Resident Services Coordinator to ensure the needs of the residents are balanced with the priorities and standards of Westbrook Housing. The Resident Services Coordinator will work in collaboration with the Supportive Services, Property Management, Maintenance and HCV staff to ensure that properties are managed effectively and efficiently.

This position will also act as back-up for the Supportive Services Director for the Independent Housing with Services Program (IHSP), Westbrook Housing's private pay homemaking program as well as a referral agent for the residents at large of Westbrook Housing's senior, persons with disabilities, and mixed income communities.

### **ESSENTIAL FUNCTIONS:**

1. Assists residents in identifying the services and benefits needed to maintain independence, self-sufficiency, life satisfaction and well-being (usually through face-to-face interviews, written questionnaires, community meetings, focus groups, etc).
2. Link residents with existing services by creating a network of contact persons within the communities social service agencies to facilitate residents' access to programs.
3. Works with residents to develop and implement new on-site services that are specific to residents' preferences, as appropriate.
4. Coordinates and oversees the delivery of supportive services developed for the housing complex as a whole, as well as individualized formal and informal supports.
5. Works with residents to develop a sense of fellowship and community using organization and facilitation skills. This may involve the development of resident associations, project-based newsletters, welcoming committees, orientation packages, support groups, etc.
6. Assists residents in securing and/or creating social-programming opportunities, which meet the recreational, health, educational and spiritual needs of the housing community, and which enhance the quality-of-life at the development.
7. Works with residents to resolve individual as well as group conflicts.
8. Works with residents to develop community-oriented activities, which build bridges between people, promote active interest in the life of the property, and generate self-sufficiency.
9. Works with management, staff, families and community social service agencies to identify and address resident problems before they reach crisis proportions.
10. Provides follow-up to referrals to ensure appropriate service delivery.

11. Help residents apply for fair housing requests, to include assisting with initial request, paperwork and timely follow up for response.
12. Assists housing management staff, family members, and community in understanding the changing needs of residents.
13. Ensure residents understand their lease and courtesy rules.
14. Educates residents on services and their availability, application procedures, resident rights, assuring self-determination, etc., providing advocacy as appropriate.
15. Serve as the liaison between residents and Property Management Team.
16. Maintain a confidential resident file, as needed. Case notes will be maintained for residents that are assisted by the Resident Services Coordinator on a regular basis. File will be stored in a secured area.
17. Other duties as assigned.

### **REQUIREMENTS OF WORK:**

1. Ability to follow directions and to demonstrate excellent organizational, written and oral communication skills, good listening skills are a must.
2. Participate as an active member of the team.
3. Ability to deal in a positive and friendly manner with co-workers, residents, their families and the general public.
4. Punctual, reliable, and dependable.
5. Flexible and adaptable to a changing environment.
6. Ability to use Microsoft Word, Excel, E-mail, scheduler and any other computer software as needed.

### **PHYSICAL REQUIREMENTS:**

While performing the duties of this job, the employee is frequently required to stand; walk; talk; hear; sit, including prolonged sitting; use hands to finger, handle, or feel, including operation of a standard computer keyboard and mouse, as well computers, copiers and other standard office equipment; reach with hands and arms and talk, see and hear. Eye hand coordination and manual dexterity required. The employee must occasionally lift/move up to 25 pounds, bend, stoop, stretch or crouch. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus. Must have sufficient maneuverability to visit in residents' apartments.

### **JOB QUALIFICATIONS:**

- Bachelor's degree in social work, gerontology or related field, or the equivalent in related education and work experience, required. LSW is preferred.
- Previous experience in working with homeless, family, elderly, and mixed populations is preferred.
- Demonstrated knowledge of community resources and benefit programs.
- Must have a high level of critical thinking skills such as analytical and problem solving skills to assess and evaluate consumer condition and needs to resolve psychological issues of varied levels of complexity.
- Highly accountable for the accurate and timely assessments of consumer care needs and for maintaining confidentiality.

- Possess and maintains a valid Maine Driver License and have proof of insurance.
- Possess a cell phone for use with the agency if agency phone is not provided.
- Ability to work well independently and as part of a team.
- Flexibility and willingness to be cross-trained.
- Work professionally with a positive and friendly demeanor when working with a variety of individuals from diverse backgrounds including the elderly, low-income families, and officials from city, state, and Housing & Urban Development, as well as members of business and social services communities.

*The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.*

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

**REPORTS TO:**

Supportive Services Director

**DIRECT REPORTS:**

None

**CLASSIFICATION:**

Non-exempt