

RESIDENT SERVICES – COMMUNITY PROGRAMMING COORDINATOR
MANDELA HOMES LP

(Updated 5.26.10)

General Statement of Duties: Provides referral and informational services and programs to residents to enhance the quality of life and to meet their individual needs. Duties include resolving individual and family issues, assisting residents to remain lease compliant and providing educational/resource-based programs.

Supervision Received: Reports to the Mandela Homes Property Manager and receives programmatic mentoring from the Vice President of Resident Services.

Supervision Exercised: May supervise college interns and volunteers.

Essential Functions of the Position: (Any one position may not include all of the duties listed. Additional duties may be required specific to the site.)

- Assesses and tracks needs of residents and refers them to suitable community services and resources, as appropriate.
- Provides crisis intervention to residents, as needed.
- Works with Property Manager to address and resolve lease compliance issues with residents such as late rent, housekeeping, security, illegal activity and illegal occupants.
- Develops and maintains strong relationships with local government, non-profit agencies and social service agencies/providers.
- Participates in joint unit inspections with Property Manager and/or Maintenance; follows up on any referrals from inspections such as housekeeping, illegal occupants, zero-income residents and prepares for site inspections.
- Maintains daily contact with Property Management staff to assist with follow up regarding resident issues.
- Builds a sense of community, working with Beacon staff and MRCA to ensure appropriate and regular activities are offered, bridging the differences among residents and creating linkages to the community.
- Fosters a positive, active and collaborative relationship with Mandela Resident Cooperative Association (MRCA), residents, communities and associated agencies and partners.
- Enforces and adheres to company policies, rules and regulations.
- Prepares Resident Services Monthly Report and maintains documentation on services provided to residents.
- Assesses, counsels, recommends and/or resolves resident issues impacting residents' personal life, health and well-being.
- Resolves conflict between residents, family members and neighbors.
- Preserves and respects resident and applicant confidentiality.

Community Programming Tasks:

- Develops and coordinates monthly resident programs.
- Develops monthly Mandela newsletter with information from Property Management, Maintenance, Resident Services and MRCA.

Minimum Qualifications:

Education and Experience: Bachelors Degree preferred in Social Work/Human Services and/or 3-5 years equivalent work experience providing services in a Housing/Multi-Family housing environment, or a private, non-profit social service organization.

Knowledge, Skills and Abilities: Adequate knowledge of mental health, addictions, family issues, multicultural issues and elderly service delivery system. Self-starter with ability to work independently as well as with teams and resident committees. Able and willing to network and work cooperatively with community agencies. Ability to work patiently in an environment which can be challenging. Ability to handle emergency situations and pressure due to complexity and time sensitivity.

Work Schedule: Monday-Friday office hours. Evening and weekend hours may be required.